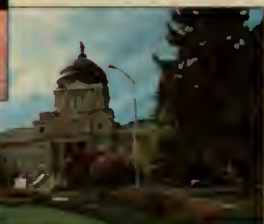
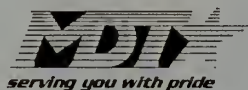


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TRANSPORTATION STAKEHOLDER SURVEY

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2001 TRANSPORTATION STAKEHOLDER SURVEY

TRANPLAN 21 PUBLIC INVOLVEMENT

Prepared by:
Montana Department of Transportation
Rail, Transit, & Planning Division
Multimodal Planning Bureau

MARCH 2002



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EXECUTIVE SUMMARY

In 2001, MDT's stakeholder groups are:

- ♦ Generally satisfied with Montana's transportation system
- ♦ Most satisfied with the interstate system
- ♦ Least satisfied with passenger rail service

Out of a list of twenty-one possible actions to improve Montana's transportation system, the highest priority actions for the stakeholders are:

- ♦ Improve other roads/streets
- ♦ Provide year round access to rest areas

The lowest priority action for the stakeholders is reduce single occupancy vehicle use.

When compared to the previous stakeholder surveys done since 1997:

- ♦ Satisfaction with the transportation system components has changed little.
- ♦ Overall satisfaction with Montana's transportation system has improved or stayed the same with the stakeholder groups, except for the bicycle/pedestrian and environmental groups, whose satisfaction decreased.
- ♦ Possible system improvement priorities remain the same as mostly medium priorities, except for 'minimize impacts on environment from construction' and 'ensure adequate bicycle facilities' which have dropped to a low priority rating.

The stakeholder groups' top priorities for possible actions for MDT involvement with economic development are:

- ♦ Maintain and modernize Montana's existing transportation system based on forecast needs
- ♦ Work to improve commercial air service to Montana

The stakeholder groups' bottom priority for MDT's role in economic development is:

- ♦ Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development

MDT's overall customer service and performance grades are in the C to B-range, slightly lower than the public's customer service grades in the 2001 *Telephone Survey*.

INTRODUCTION

The primary purpose of this report is to document the data collected through the *2001 Montana Department of Transportation Stakeholder Survey*. It also references the *2001 Public Involvement Telephone Survey* for a comparison between the general public and transportation stakeholders. In addition, the report provides a comparison to the *1997 and 1999 Transportation Stakeholder Surveys*.

Stakeholder surveys are an important part of MDT's public involvement process. They examine transportation stakeholders' perception of the current condition Montana's transportation system and consider possible actions and priorities that could be taken by MDT to improve the transportation system. The public involvement process affords citizens, constituency groups, transportation providers, local governments, Montana's Native American tribes, and state and federal agencies the opportunity to participate in planning and project development. Public involvement at the planning level reduces the potential for future controversy, results in a better statewide transportation system, and allows for open communication between the Department and citizens of Montana. The surveys also help MDT staff determine changes in public opinion that indicate a need to update Montana's statewide multimodal transportation plan, *TranPlan 21*.

In 2001, the stakeholder groups were changed from the 1997 and 1999 surveys by adding three more groups

and combining the urban area planners into the state and federal government group. An economic development interest group and local government group consisting of city and county officials were added. Each group has diverse transportation interests and gives a statewide representation. The groups included:

- ♦ Bicycle and pedestrian interests
- ♦ Economic development associations, business organizations, local development corporations and associations
- ♦ Environmental organizations and associations
- ♦ Commercial trucking, rail freight, air freight, and intermodal interests
- ♦ Passenger transportation interests including local transit, intercity bus, rail, and air
- ♦ Metropolitan Planning Organizations, urban areas, and state and federal agencies
- ♦ County Commissions
- ♦ Mayors and Chief Executives of cities and towns

Stakeholders were selected from MDT's *Newsline* database, which consists of individuals, organizations, associations, businesses, government agencies, and local government officials with an interest in transportation related issues. In addition to the stakeholder groups listed above, surveys were also sent to Montana's Native American tribes. Unlike respondents of the other groups, the tribes were not considered a homogeneous stakeholder group. The analysis of the data for each responding tribe was done separately to ensure that each was represented as a sovereign nation.

Survey Format

The stakeholder survey format consists of three parts. Part I of the survey includes a wide range of transportation questions that are the same questions asked of Montana residents during the *2001 Public Involvement Telephone Survey*. Using the same questions allows for relevant comparisons between the stakeholders and the public. Questions appearing in Part II of the survey are specific to economic development and potential ways MDT can further support efforts to improve Montana's economy. The last section, Part III focuses on the Department's customer service. Respondents graded MDT on general service areas using an A through F scale.

The survey was mailed out on June 25, 2001, with a due date of July 13, 2001. A total of 636 survey packages were mailed to stakeholder groups (five packages were returned

with no forwarding address). The packages included a cover letter, the survey, and a pre-stamped, self-addressed envelope. Of the stakeholders who received a survey package, 209 participated in the survey. This translates to a 33% response rate. Mail surveys with a response rate over 30% are considered exceptional.

Table 1 shows the total number of surveys sent to each stakeholder groups and their matching response rates and percentages. The response rates from the different stakeholder groups varied from a low 24% for the bike and pedestrian group to a high of 46% for the county commission and passenger transportation groups. The response rates for the stakeholder groups are considered fair to excellent.

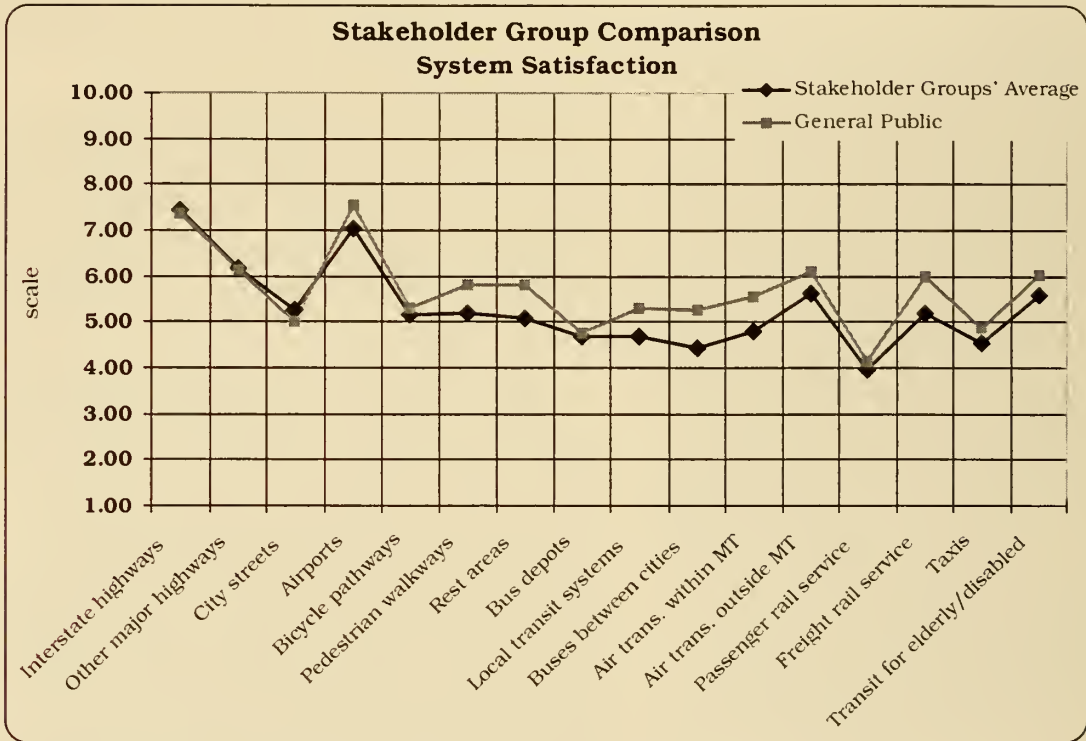
Stakeholders' Satisfaction with the Transportation System

Respondents were asked to rate their satisfaction with the

Table 1

STAKEHOLDER GROUPS	SURVEYS SENT	# OF RESPONSES	% OF RESPONSES
Bicycle & Pedestrian	79	19	24%
Local Governments			
City	129	37	29%
County	56	26	46%
Economic Development	51	19	37%
Environmental	52	16	31%
Government Agencies	48	15	31%
Intermodal Freight	113	28	25%
Passenger Transportation	92	42	46%
Tribes*	16	7	44%
TOTAL	636	209	33%

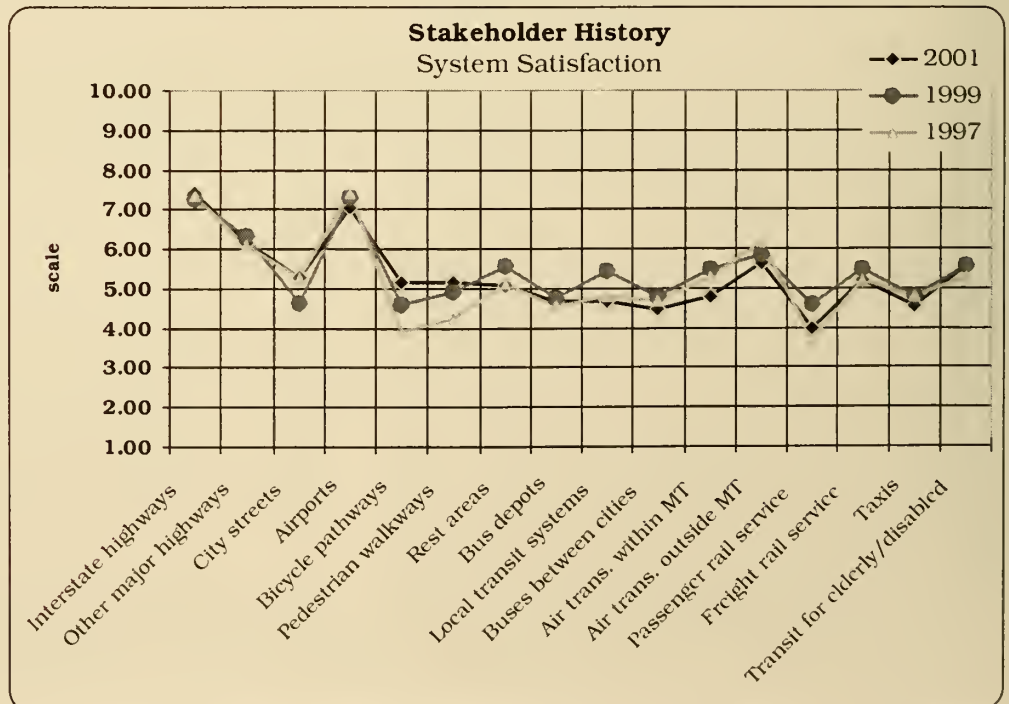
*Two surveys were sent to each of the tribes. One survey was sent to the tribal planner and the other to the TERO office.

Figure 1

transportation system on a scale of one to ten. Though the mathematical midpoint is 5.5, a response of 5.0 is considered the “middle response”.

Anything above 5.0 represents the intensity of satisfaction and anything below 5.0 represents the intensity of dissatisfaction. Stakeholder satisfaction with the different system components was obtained by averaging the different

stakeholder responses by individual group rather than averaging all of the responses over the total number of stakeholders. A total

Figure 1a

stakeholder average would have biased the response towards those stakeholder groups with higher participation. In general, stakeholder groups were slightly less satisfied than the public with most transportation system components. As illustrated in Figure 1, stakeholders were slightly dissatisfied with:

- ♦ Bus Depots
- ♦ Local transit systems
- ♦ Buses between cities
- ♦ Air transportation within Montana
- ♦ Freight rail services
- ♦ Taxis

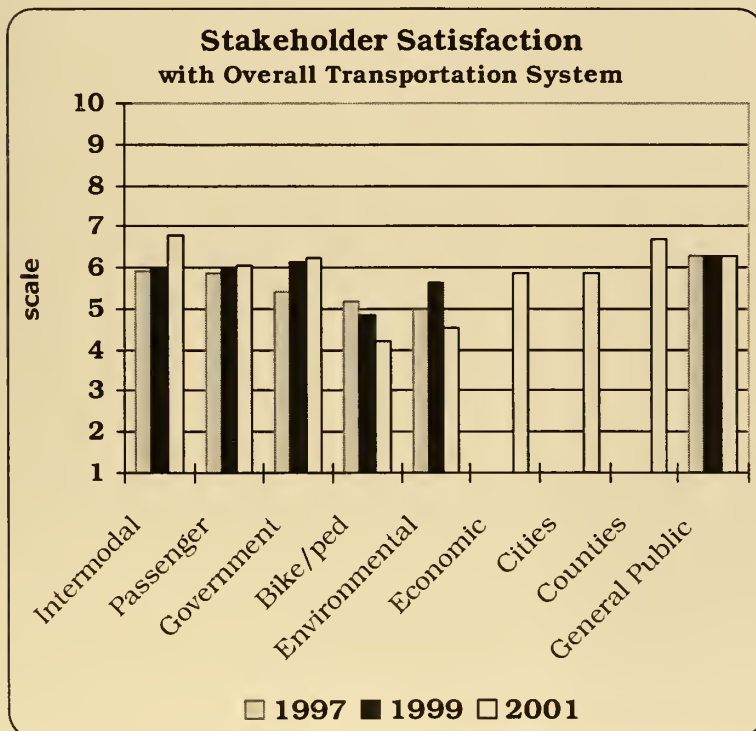
Historically the responses from the stakeholder groups has followed a similar pattern (see Figure 1a). Two areas did show some increase in system satisfaction. They are bicycle pathways and pedestrian walkways. In addition, two areas showed a slight decrease in satisfaction.

They are air

transportation within Montana and buses between cities.

Given the varied interests of the eight stakeholder groups, one can expect to see differences of opinion in rating Montana's transportation system. When asked to rate their overall satisfaction with Montana's transportation system, stakeholder groups were less satisfied than the general public who gave the system a satisfaction rating of 6.3 (same as 1999). Yet, for many of the individual groups the overall ratings were higher. Figure 2 shows the mean scores for the different groups and a comparison to the previous stakeholder surveys. Overall, most groups' ratings still fell within an above average range. The bike/ped and environmental stakeholder groups were the exception with mean scores of 4.21 and 4.55.

Figure 2

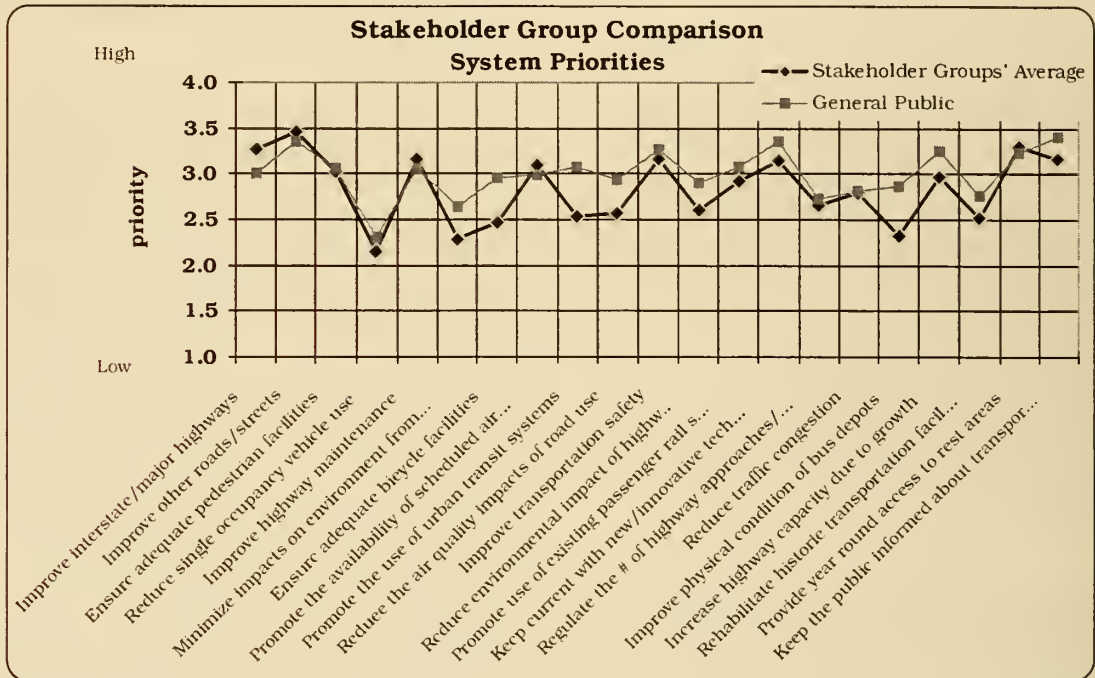


Prioritizing Actions to Improve the Transportation System

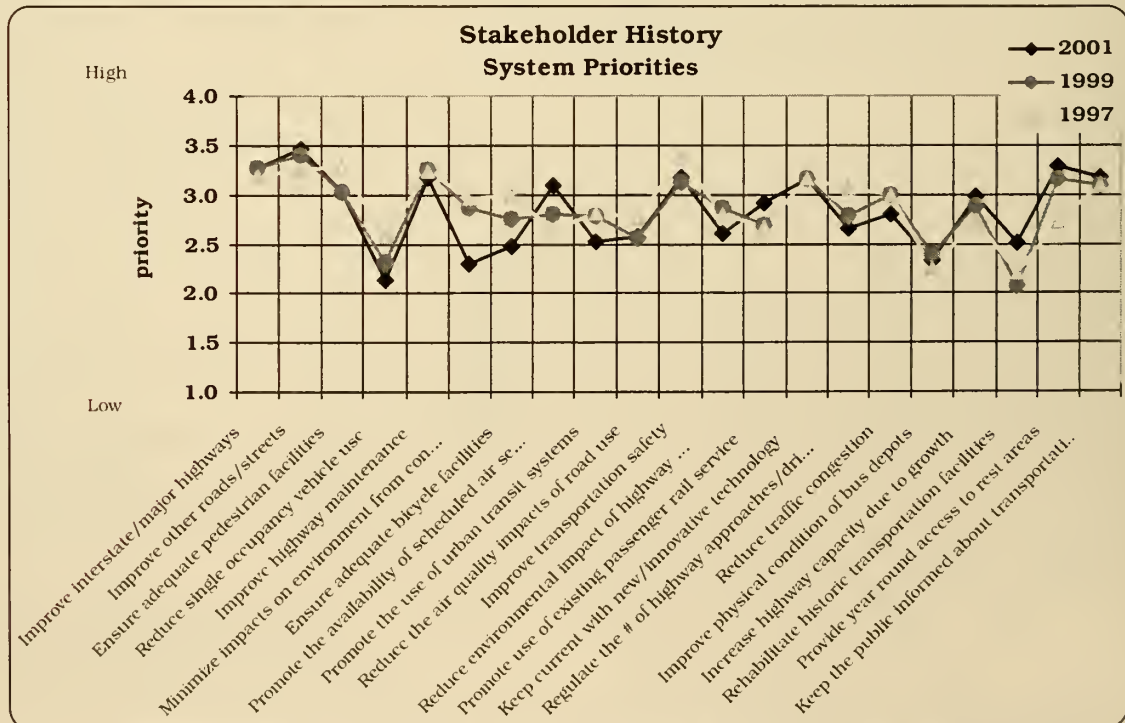
Stakeholders were asked to prioritize 21 possible actions that MDT could take to improve the transportation system in Montana. These actions were rated on a priority scale of one to four:

- ♦ "No priority" coded as one
- ♦ "Low priority" coded as two
- ♦ "Medium priority" coded as three
- ♦ "High priority" coded as four

Again, stakeholder prioritization was averaged by group rather than by indi-

Figure 3

vidual stakeholder. Figure 3 compares actions higher priority ratings than the mean priority scores between the stakeholder and telephone surveys. However, the stakeholders and public gave 'Reduce single occupancy vehicle use' the lowest priority rating and 'Improve other road/streets' the highest rating. The public tends to give most

Figure 3a

It is interesting to note that stakeholders were generally less satisfied with the transportation system than the public, yet they gave lower priority ratings to potential actions to improve the system.

New Questions

Both the *2001 TranPlan 21 Public Involvement Telephone Survey* and the *2001 Stakeholder Survey* included two new sections of questions. They are:

- MDT's Role in Economic Development
- MDT's Customer Service and Performance

The economic development questions will be used as part of the *2002 TranPlan Update* public involvement process. MDT will use the customer service question results for areas that need further examination and as a baseline for future surveys.

MDT's Role in Economic Development

Eight questions were asked of respondents to explore their attitudes about possible MDT actions to support and improve Montana's economy (see Table 2). The possible actions were rated on a priority scale of:

- 1- "Very low priority"
- 2- "Somewhat low priority"
- 3- "Medium priority"
- 4- "Somewhat high priority"
- 5- "Very high priority"

The respondents in the stakeholder survey were given one more choice for priority than the telephone survey respondents, so mean

Possible MDT Economic Development Actions	Mean Scores							
	Bicycle/ Pedestrian	Economic Development	Environmental	Freight	Local Government- Cities	Local Government- Counties	Passenger	State/Federal Government
Maintain and modernize Montana's existing transportation system based on forecast needs	3.78	4.05	2.93	4.18	3.74	3.69	3.72	4.00
Remove physical bottlenecks on Montana's transportation system	3.22	3.47	3.07	3.79	3.47	3.54	3.61	3.93
Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development	2.65	3.16	1.93	3.21	2.86	3.23	3.28	2.87
Ensure that economic development issues are considered in MDT's project selection process	3.18	4.37	2.27	3.45	3.49	3.69	3.44	3.07
Provide funds for transportation projects to encourage a prospective company to locate in Montana	2.94	3.74	2.07	3.79	3.64	3.23	3.74	2.80
Improve links between Montana's highway system and major air and rail shipping facilities	3.12	4.11	3.07	3.64	3.54	3.62	3.68	3.73
Participate with neighboring states and Canada in efforts to improve and increase regional movements	3.29	4.26	2.73	3.54	3.57	3.58	3.47	3.07
Work to improve commercial air service to Montana	3.56	4.42	3.40	3.54	3.83	3.65	3.58	3.80

Table 2

scores cannot be compared between the two surveys.

Each stakeholder group rated most of the actions as either a medium or somewhat high priority. Six out of eight groups considered 'Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development' as the lowest priority action. The highest priority actions results are more varied among the groups. 'Maintain and modernizing Montana's existing transportation system' rated the highest for most of the stakeholder groups, while the public rated 'Working to improve commercial air service to Montana' the highest possible economic development action.

formance and customer service. Eight questions on general areas of customer service were graded using an A through F scale. The public and stakeholders in general, gave MDT B- and C+ grades (see Table 3).

Stakeholder groups gave slightly lower grades to MDT in responsiveness to and encouragement of customer input. Both the stakeholders and public gave MDT the highest grades in comparison of services now to services five years ago. The Intermodal Freight group consistently gave MDT higher grades, while the Bicycle/Pedestrian and Environmental stakeholder groups consistently gave MDT lower grades in customer service.

MDT's Customer Service and Performance Grades

Respondents were asked to grade MDT in several areas of overall per-

Customer Service Grades	Mean Scores and Grades			
	Stakeholder		Public	
How would you grade MDT's overall performance during the past year?	2.5	B-	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.6	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	2.7	B-	2.8	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.3	C+	2.4	C+
What grade would you give MDT for its encouragement of outside ideas and concerns from customers?	2.1	C	2.3	C+
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2	C	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.4	C+	2.3	C+
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.4	C+	2.4	C+

Table 3

BICYCLE AND PEDESTRIAN STAKEHOLDER GROUP

Stakeholders

This group is represented by various bicycle and pedestrian interests from across Montana. Stakeholders include representatives from: bicycling clubs, community development groups, bicycle/pedestrian advisory boards, county planning offices, Cops on Bikes, and city park and recreation organizations. Surveys were also mailed to Montana residents who had requested they be included in MDT's bicycle/pedestrian mailing list.

Response Rate

Seventy-nine survey packages were mailed to this group. Four surveys were returned without a forwarding address and two were sent in partially filled out. Nineteen people responded and completed the survey for a response rate of 24%. A 24% response rate is considered average for

this type of survey.

Transportation System Satisfaction

Using a scale of one to ten, the bicycle/pedestrian stakeholder group rated many areas of the transportation system lower than the general public. Figure 4 shows the comparison of the stakeholder group to the public. There were a few components of similarity in satisfaction, such as with the interstate, airports, and freight rail services that are rated high. Bike pathways and pedestrian walkways are the areas of least satisfaction and significantly lower than the response from the public. This is not surprising, since these are the areas of interest for this stakeholder group. The overall satisfaction with Montana's transportation system (4.21) for this group dropped again in 2001 and is less than the public's overall satisfaction (6.3).

Figure 4 The bicycle/pedestrian group was less satisfied with

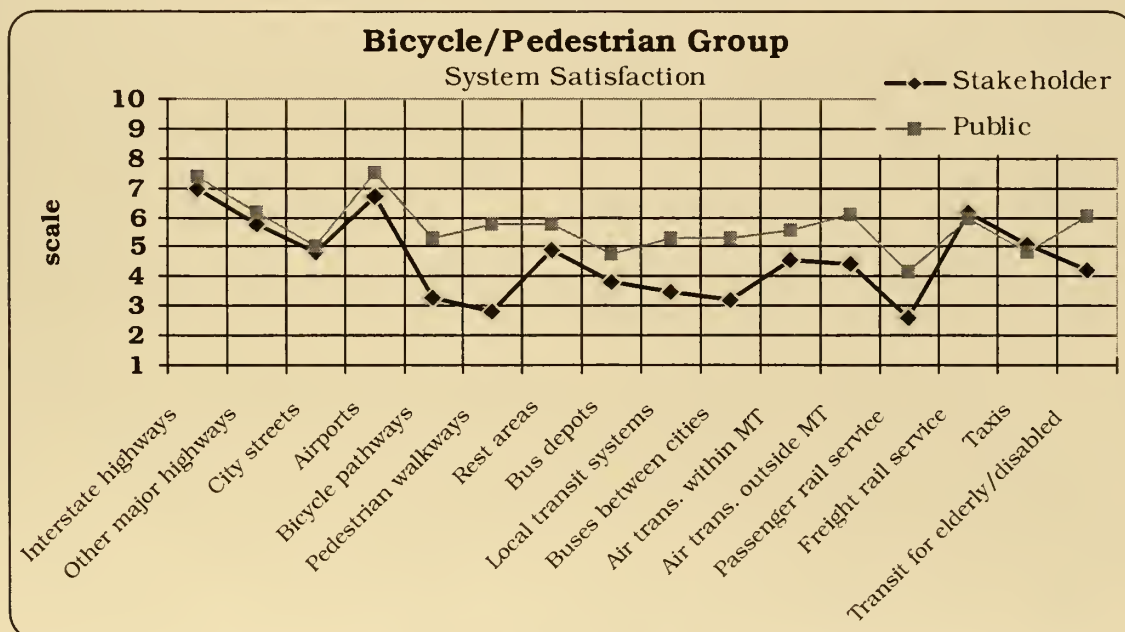
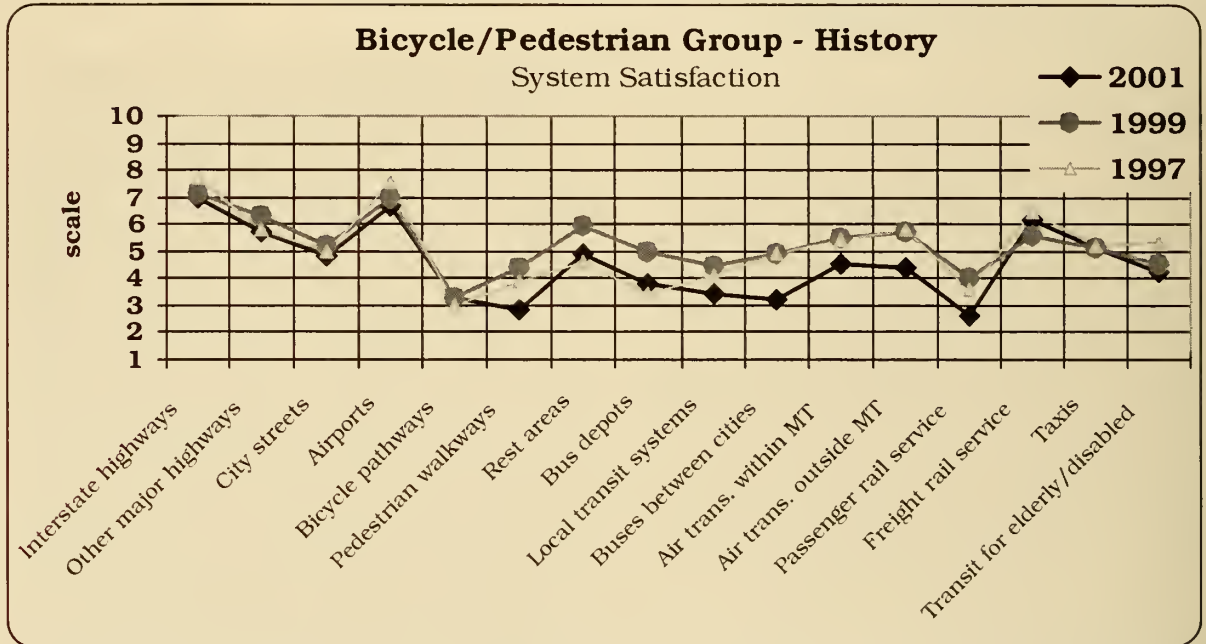


Figure 4a

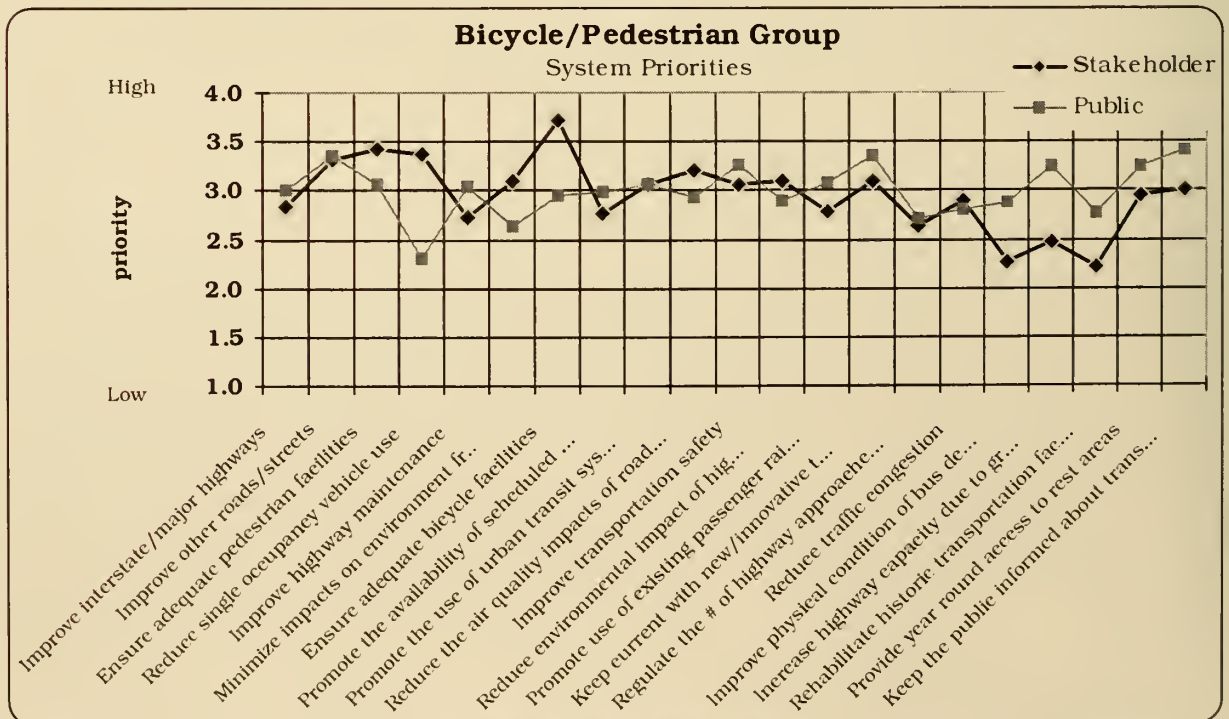


Montana's transportation system in 2001 than in previous years (see Figure 4a). Some areas followed the same level of satisfaction, such as interstate highways, which also received the highest rating of satisfaction.

Actions to Improve the Transportation System

In both surveys, respondents were asked to prioritize actions that could be taken by MDT to improve the transportation system in Mon-

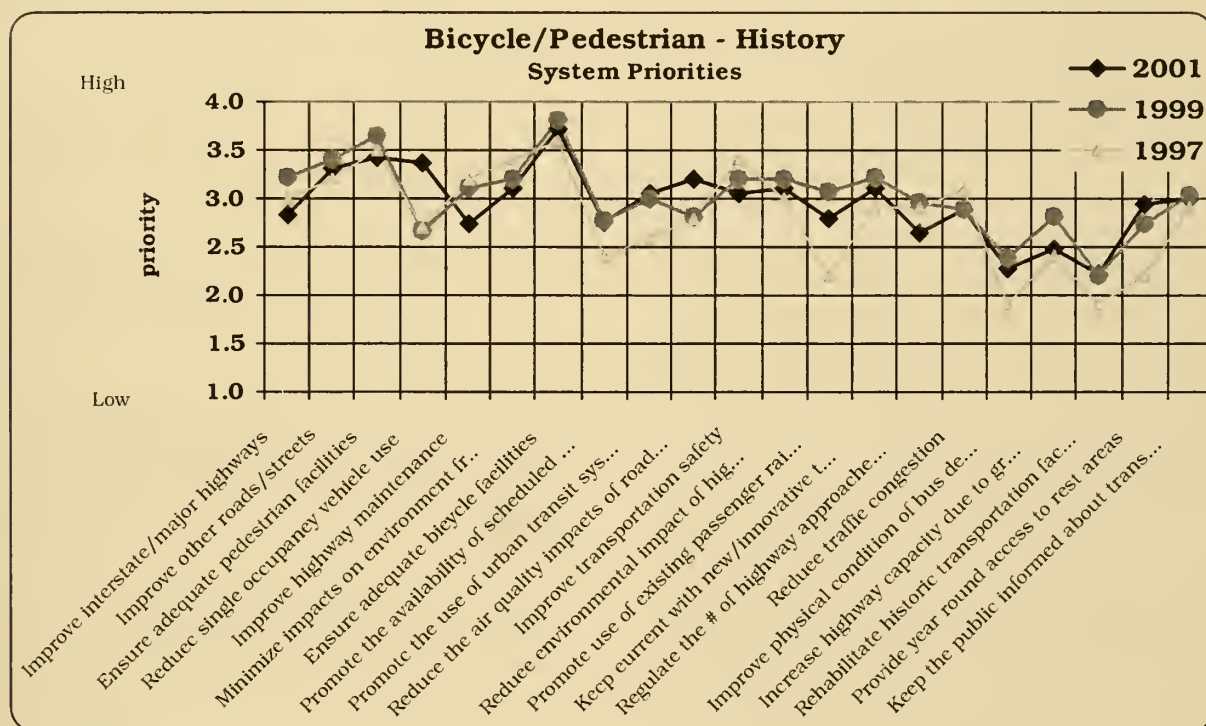
Figure 5



tana. These actions were rated on a scale of one to four. 'No priority' was coded as one, 'low priority' coded as two, 'medium priority' coded as three, and 'high priority' coded as four. Figure 5 compares mean priority scores between the two surveys. Unlike the public who gave medium priority

The priorities of the bicycle/pedestrian group are similar to what they were in past surveys (see Figure 5a). One exception is 'Reducing single occupancy vehicle use' which was a higher priority in 2001 than in 1999.

Figure 5a



scores to most actions, the bicycle/pedestrian group gave priorities that fluctuated from low to very high. Significant variances in priorities were observed for the following actions:

Lower priority

- ♦ Rehabilitate historic transportation facilities (2.22)
- ♦ Improve bus depots (2.28)
- ♦ Increase capacity due to population growth (2.41)

Higher priority

- ♦ Ensure adequate bicycle facilities (3.82)
- ♦ Reduce single occupancy vehicle use (3.37)

MDT's Role in Economic Development

Eight questions were asked of respondents about their attitudes on possible actions MDT could take to support and improve Montana's economy (see Table 4). The possible actions were rated on a priority scale of:

- 1 - "Very low priority"
- 2 - "Somewhat low priority"
- 3 - "Medium priority"
- 4 - "Somewhat high priority"
- 5 - "Very high priority"

The respondents in the bicycle/pedestrian group rated most of the ac-

Possible MDT Economic Development Actions	Mean Score
Maintain and modernize Montana's existing transportation system based on forecast needs	3.78
Remove physical bottlenecks on Montana's transportation system	3.22
Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development	2.65
Ensure that economic development issues are considered in MDT's project selection process	3.18
Provide funds for transportation projects to encourage a prospective company to locate in Montana	2.94
Improve links between Montana's highway system and major air and rail shipping facilities	3.12
Participate with neighboring states and Canada in efforts to improve and increase regional movements	3.29
Work to improve commercial air service to Montana	3.56

mental quality of life.

- Market passenger rail service/the 'west' flavor/ specifically to western Europe.

- Keep college students here.

- Improve air service drastically.

- Rumble

strips are very dangerous for cyclists using our secondary highways.

- All highways should have 3' or more shoulder with rumble strip just outside the white line.

- Yes – do you know that no less than 7 national mapped bike routes cross Montana? The Adventure Cycling riders using them are (from data collected) affluent and well educated. They are low impact visitors and spend a great deal of money in Montana. Their average Montana stay is over 10 days in length.

- Lay off 50% (MDT employees)

- Incorporate pedestrian and bicycling facilities in all improvement/expansion projects, especially those near towns. Recreation opportuni-

Table 4

tions as somewhat low to medium priority and were more distinct on what economic actions are important to them than the public. 'Maintaining and modernizing Montana's existing transportation system' (3.78) is a high priority for this group. The bottom score, 'Redirect funds from statewide improvement efforts to expansion projects on specific corridors' (2.65) is significantly lower than the other scores and it was also the lowest priority with the public.

Economic Development Comments

Stakeholders were given the chance to give suggestions for ways MDT could help improve Montana's economy. Comments on economic development are listed below.

- Maintain the existing system better-don't let the highway system blight our communities.
- Preserve and improve environ-

ties boost the economy as well.

Help attract employees for potential incoming companies plus tourists.

- More emphasis needs to be given to alternative modes of transportation.

MDT Customer Service and Performance

In the other new section of the survey, the respondents graded eight questions regarding various aspects of MDT's performance and responsiveness to the public (see Table 5). The bicycle/pedestrian group gave MDT lower grades than the public in all areas of customer service.

Customer Service Comments

Respondent also were given the opportunity to give suggestions or comments on MDT's customer service. Comments from this open ended ques-

tion are listed below.

- I appreciate MDT offering me the opportunity to respond to their/our issues.
- More effort in rail, bus, bicycle, and walk.
- MDT from the experience in the Flathead Valley is not only not responsive to "customers" but also anything but willing to embrace new concepts. They are also understaffed in the "field".
- Keep repairs/maintenance up to date with quality rather than slipshod construction contracts to spend highway funds.
- Member of bicycle community that comments regularly yet the needs of bicyclist are not incorporated automatically in all improvement

Customer Service Grades	Mean Scores and Grades			
	Bike/Ped Group		Public	
How would you grade MDT's overall performance during the past year?	1.8	C-	2.6	B-
What grade would you give MDT on the quality of service it provides?	1.8	C-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	2.2	C	2.8	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	1.7	C-	2.4	C+
What grade would you give MDT for its encouragement of outside ideas and concerns from customers?	1.7	C-	2.3	C+
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	1.5	C-	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	1.8	C-	2.3	C+
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.2	C	2.4	C+

Table 5

projects. Seems only if enough cyclist comment. Also seems MDT has plans approved before community can comment and then it seems its too late for changes.

Transportation Issues Comments

The bicycle/pedestrian group had the opportunity to provide additional input on transportation issues important to them but not addressed specifically in the survey. Listed below are the comments received.

- Be more sensitive to community needs, desires, and impacts when designing highway projects around (and within) communities.
- Bike pathways as a regular cyclist I really see bike paths as a liability. I would much prefer wider shoulders and add lanes in the flow of traffic like Missoula has in town. Much safer than separate "bike pathways".
- The condition of our existing county/secondary roads needs major improvement. The condition of these non-interstate roads is pretty bad. Compare with Switzerland, Italy, and France – as a cyclist-we need to improve.
- As a cyclist, rumble strips are a hassle! What data suggests they are needed?
- Follow a state like Minnesota's example of excellent transportation and road maintenance. Montana is very poor.
- More sidewalks in small communities along state highway.
- Yes-getting rid of the 5 lane "airport runway" style of roadway – archaic, hazardous, and ugly.
- Rail passenger to access Montana, not Montana access rail passenger.
- The sidewalks along 93 in Lolo are a joke! Just try to walk from one end of town to the other. The new bike/ped path does not meet the "green book". How can you get away with this construction? The pavement is nice! The tunnel is great! The connections at the end of Lolo and Florence are bad! Lolo is a "death trap" for children.
- Need someone smarter than MDT (to improve links between Montana's highway system and major air and rail shipping facilities.

•
 •
 • **NOTE:** Each of the bullets listed
 • above are comments from individ-
 • ual stakeholders. All comments
 • appearing in the survey were in-
 • cluded in this report.
 •

ECONOMIC DEVELOPMENT STAKEHOLDER GROUP

Stakeholders

This is a new stakeholder group for the 2001 Stakeholder Survey. The group includes various economic development interests from across Montana. Stakeholders include representatives from economic development associations, business organizations, local development corporations and associations.

Response Rate

A total of 51 survey packages were mailed to this group. Nineteen people responded and completed the survey for a response rate of 37%. A 37% response rate is considered good for this type of survey.

Transportation System Satisfaction

The economic development stake-

holder group rated seven out of sixteen transportation system components lower than the general public. Figure 6 shows the comparison of this stakeholder group to the public. Airports, interstate highways, other major highways, city streets, and bicycle pathways were rated similar to the public responses.

The economic development group was most satisfied with interstate highways and airports and were dissatisfied with rest areas, local transit systems, intercity bus services, freight rail services, air services both inside and outside of Montana, and passenger rail service. The overall satisfaction with Montana's transportation system for this stakeholder group (5.89) is less than the public's overall satisfaction (6.3). Since this is a new stakeholder group there is no historical data available.

Figure 6

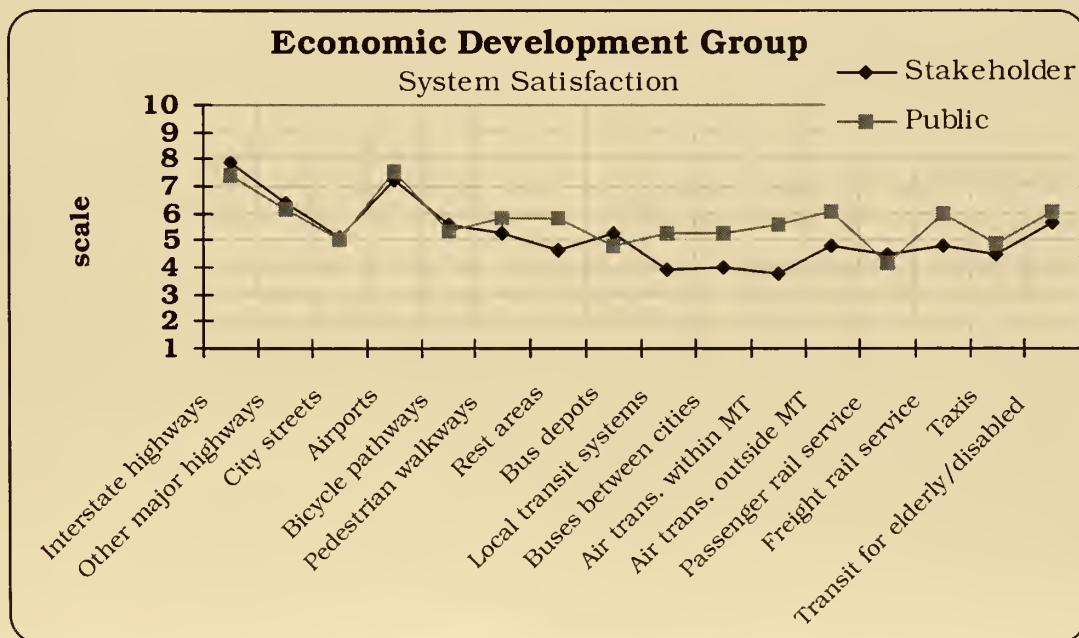
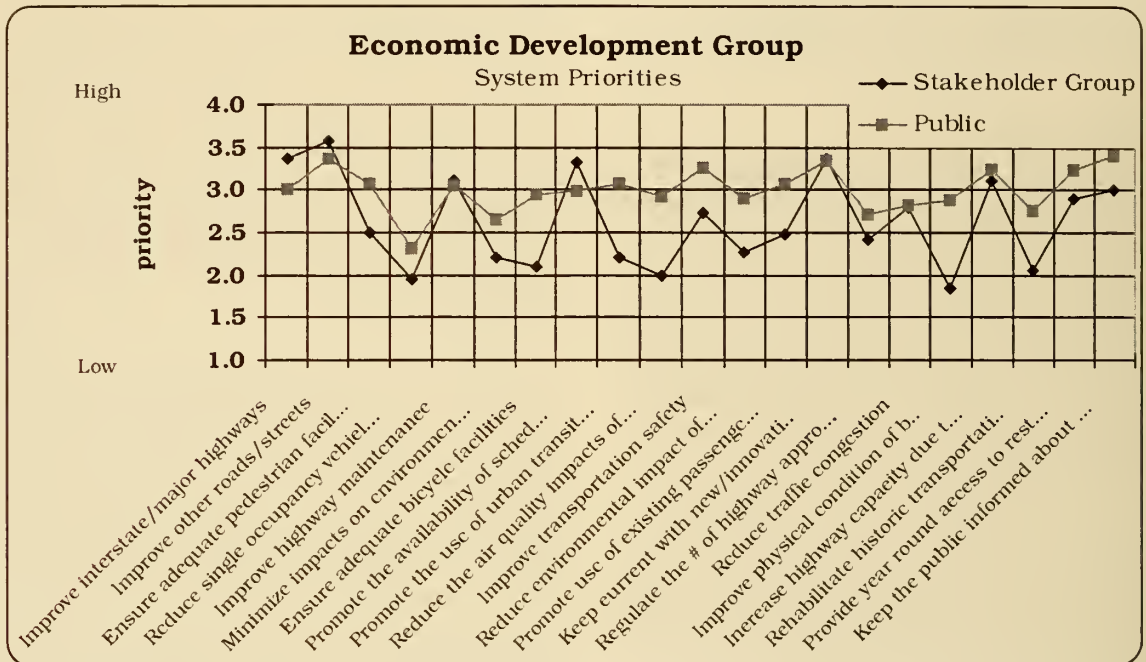


Figure 7



Actions to Improve the Transportation System

Respondents were asked to prioritize twenty-one possible actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a scale of one to four. 'No priority' was coded as one, and 'high priority' coded as four. Figure 7 compares mean priority scores between the stakeholder and telephone surveys. Unlike the public that gave medium to high priorities to most actions, the economic development group gave many actions a rating of low priority. The low priority ratings are unusual, since this group also gave lower transportation system satisfaction scores. Usually when a group gives lower satisfaction scores, they give higher priority scores for potential actions to improve the transportation system.

MDT's Role in Economic Development

Eight questions were asked of respondents about their attitudes on possible MDT actions to support and improve Montana's economy (see Table 6). The possible actions were rated on a priority scale of:

- 1- "Very low priority"
- 2- "Somewhat low priority"
- 3- "Medium priority"
- 4- "Somewhat high priority"
- 5- "Very high priority"

The respondents in the economic development group gave most actions a somewhat high priority rating. 'Work to improve commercial air service' was the highest priority (4.42) while 'Redirect funds from statewide improvement efforts to expansion projects on specific corridors' (3.16) was the lowest rated action. These two actions received the same level of impor-

tance from the public in the *2001 Telephone Survey*.

Economic Development Comments

The stakeholders provided suggestions for ways MDT could help improve Montana's economy. Comments about economic development from this group are listed below.

- ♦ Road contractors have poor signage (speed, etc...) Coordinate projects so that sections of highway aren't left undone, waiting for next phase, i.e. Hysham Hills Rt. 94
- ♦ Road signs at rest areas, overlooks, etc... explaining timber, mining, agriculture, and development. Privatize as much as possible -- work with counties to privatize.
- ♦ Increase efforts to address Montana's "captive shipper" rail freight status
- ♦ Have a toll set up for entrance/exit Montana. This would give more flexibility to tax perks for new business.
- ♦ Reducing (taking measures to reduce) traffic crashes save a lot of money.

Possible MDT Economic Development Actions	Mean Score
Maintain and modernize Montana's existing transportation system based on forecast needs	4.05
Remove physical bottlenecks on Montana's transportation system	3.47
Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development	3.16
Ensure that economic development issues are considered in MDT's project selection process	4.37
Provide funds for transportation projects to encourage a prospective company to locate in Montana	3.74
Improve links between Montana's highway system and major air and rail shipping facilities	4.11
Participate with neighboring states and Canada in efforts to improve and increase regional movements	4.26
Work to improve commercial air service to Montana	4.42

Table 6

- ♦ I was not familiar that MDT got involved in bus depots or air service. You have some good people working for MDT. The Director should work to lay off/remove the deadbeats.
- ♦ Maintain EAS funding for rural airports.
- ♦ Lower taxes on commercial vehicles.

MDT Customer Service and Performance

The stakeholder survey asks for the opinion of this group regarding various aspects of MDT's performance and customer service. The results can be seen in Table 7. The respondents were asked to grade eight general areas of customer service using an A through F scale with an option to indi-

Customer Service Grades	Mean Scores and Grades			
	Economic Development Group		Public	
How would you grade MDT's overall performance during the past year?	2.6	B-	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.6	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	2.5	B-	2.8	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.1	C	2.4	C+
What grade would you give MDT for its encouragement of outside ideas and concerns from customers?	1.9	C	2.3	C+
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	1.5	C-	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.1	C	2.3	C+
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.4	C+	2.4	C+

Table 7

cate if unknown. The economic development group gave MDT similar grades compared to what the public did, except when grading MDT's responsiveness to outside ideas and concerns. The economic development group graded MDT quite low in this area.

Customer Service Comments

As with the economic development questions, respondents were given the opportunity to give suggestions or comments on MDT's customer service. Comments on customer service are listed below.

- MDT is the most difficult state agency to work with. You have great efforts and through the mo-

tions to gather input from cities, towns and citizens but you don't truly listen. It's your way or the "highway".

- I'm not from Montana originally. Most people have only experienced Montana roads and think they're great. Nationally, they are fair but considering the miles they cover, it is understandable.
- This survey is a good example of what you should do -- good work.
- Work signage should be up when work is in progress-not when no one is working. Makes me angry to go 35 to 45 thru long work zones

Lastly, respondents were given

▲ Snow plowing and notification of

.....

ENVIRONMENTAL STAKEHOLDER GROUP

Stakeholders

This group includes various environmental interests from across Montana. Stakeholders include representatives from wilderness coalitions, wildlife associations, Audubon societies, preservation coalitions, Sierra Club affiliates, resource centers, and other groups and associations interested in environmental issues.

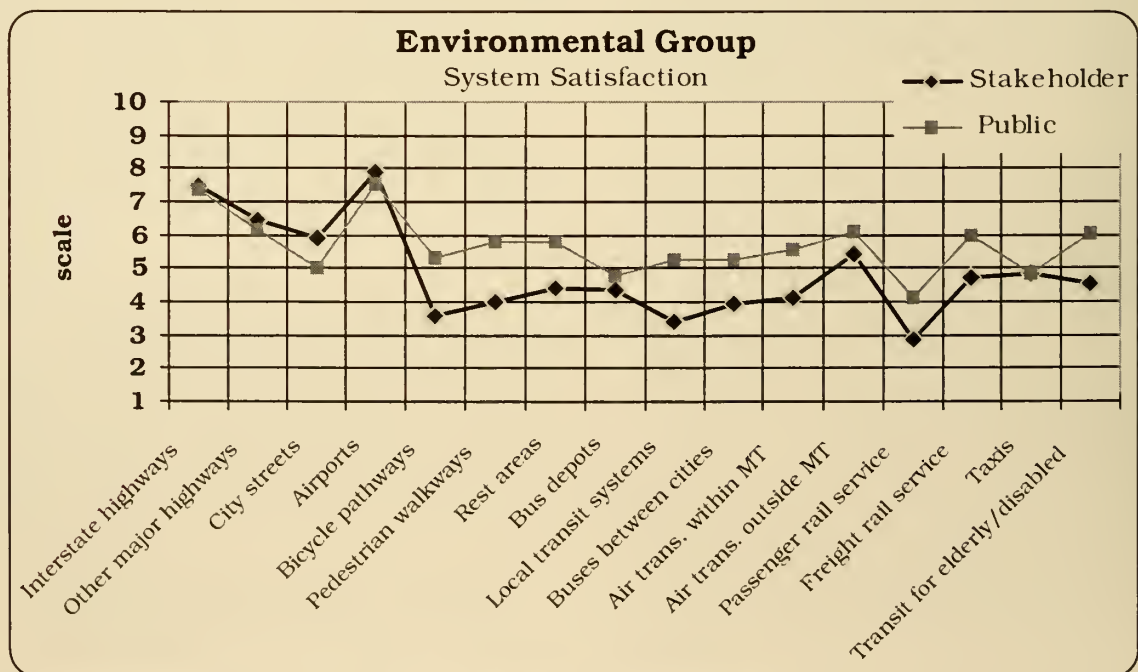
Response Rate

Fifty-two survey packages were mailed to this stakeholder group. One package was returned without a forwarding address and one survey was returned partially filled out. Sixteen stakeholders (31%) participated in the survey. A 31% response rate is considered good for this type of survey and the highest response rate ever from this group.

Transportation System Satisfaction

As illustrated in Figure 8, when asked to rate their satisfaction (on a scale of one to ten) with various transportation system components, respondents were less satisfied than the public with most of the sixteen system components. The largest variances between the two groups were with bicycle pathways, pedestrian facilities, and local transit systems. These are also the areas of least satisfaction for this group. Passenger rail service (2.86) was the system component that received the lowest score for this group and airports have the highest rating of satisfaction (7.88). When asked to rate their overall satisfaction with Montana's transportation system, the environmental group respondents were dissatisfied (4.55) with the overall system as compared to the general public (6.3).

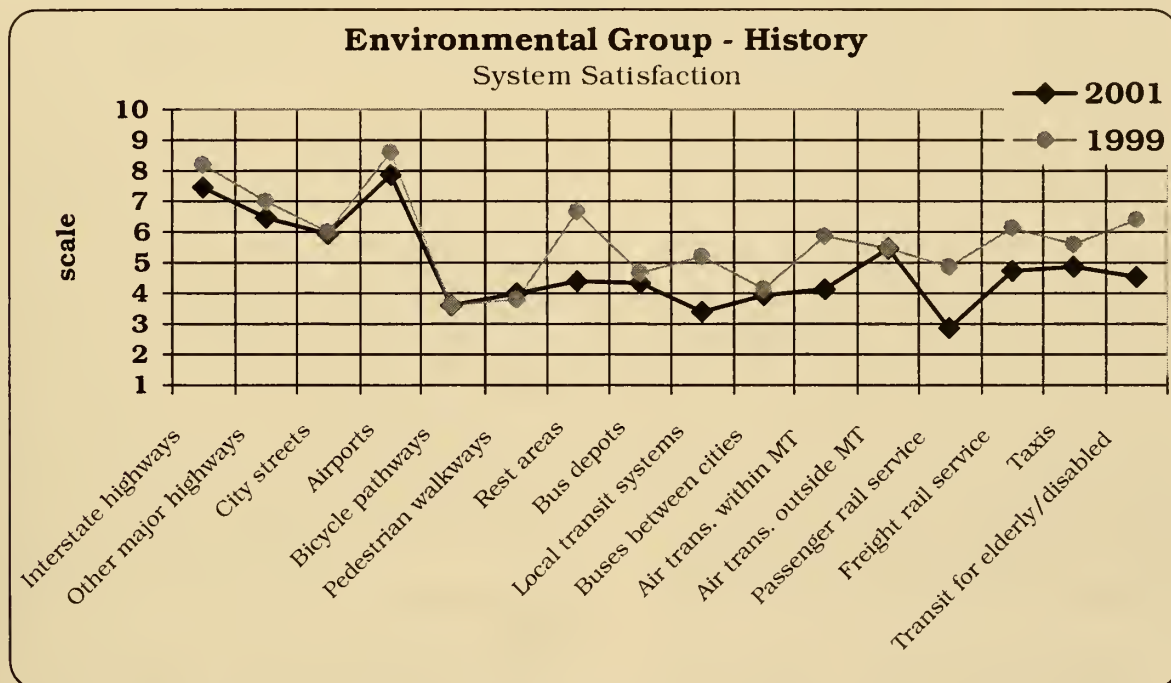
Figure 8



A comparison between 1999 and 2001's results (see Figure 8a), shows a higher degree of dissatisfaction with rest areas, local transit systems, air transportation within

public. Significant variances in priorities from the public were observed for 'minimize the impact on the environment from construction', 'ensure adequate bicycle facilities',

Figure 8a



Montana, and passenger rail in 2001. These are the same areas that scored low as compared to the public's satisfaction. The 1997 survey results were not compared to 1999 and 2001 results because the sample size was too small.

Actions to Improve the Transportation System

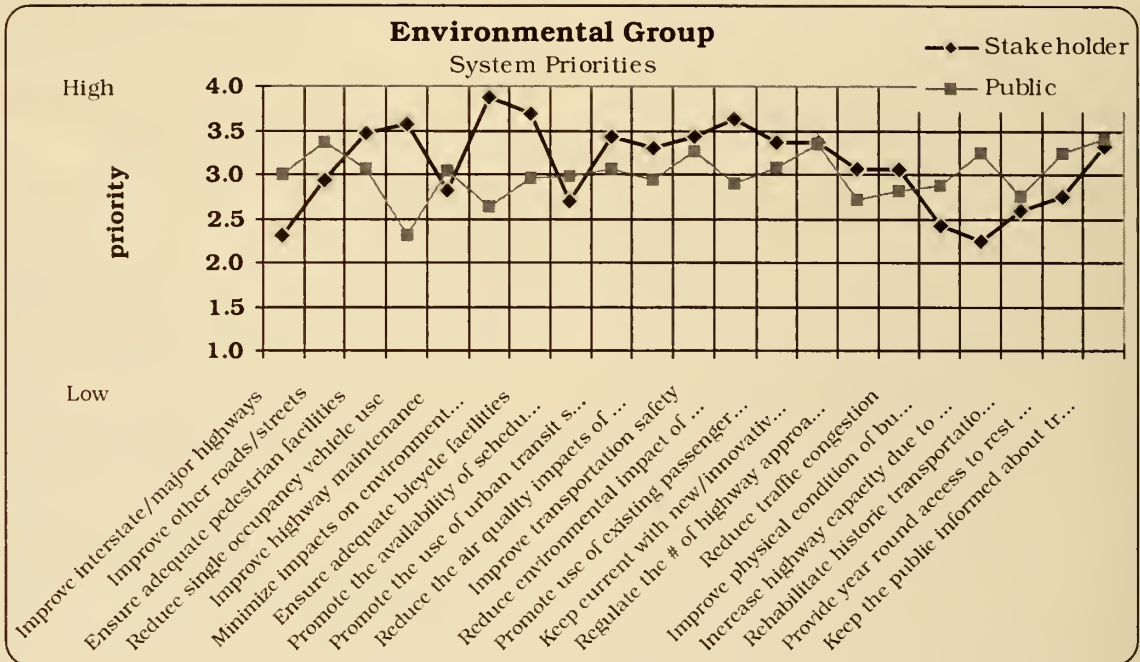
Respondents were asked to prioritize twenty-one actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a scale of one to four. Actions of 'no priority' were coded as one and actions of 'high priority' were coded as four. Figure 9 compares the mean priority scores between the stakeholder group and the

'increase highway capacity due to growth', and 'reduce single occupancy vehicle use'. The highest priority ratings were given to the following actions:

- ♦ Minimize impact on the environment from construction (3.88)
- ♦ Reduce environmental impact of highway maintenance (3.63)
- ♦ Ensure adequate bicycle facilities (3.69)
- ♦ Reduce single occupancy vehicle use (3.56)

'Increase capacity due to population growth' (2.25) was ranked as the lowest priority action by this group. The stakeholders in this group also gave a low priority to activities that improve the condition of road-

Figure 9



ways in Montana, such as 'Improve interstate and other major highways', and 'Improve other roads and streets'.

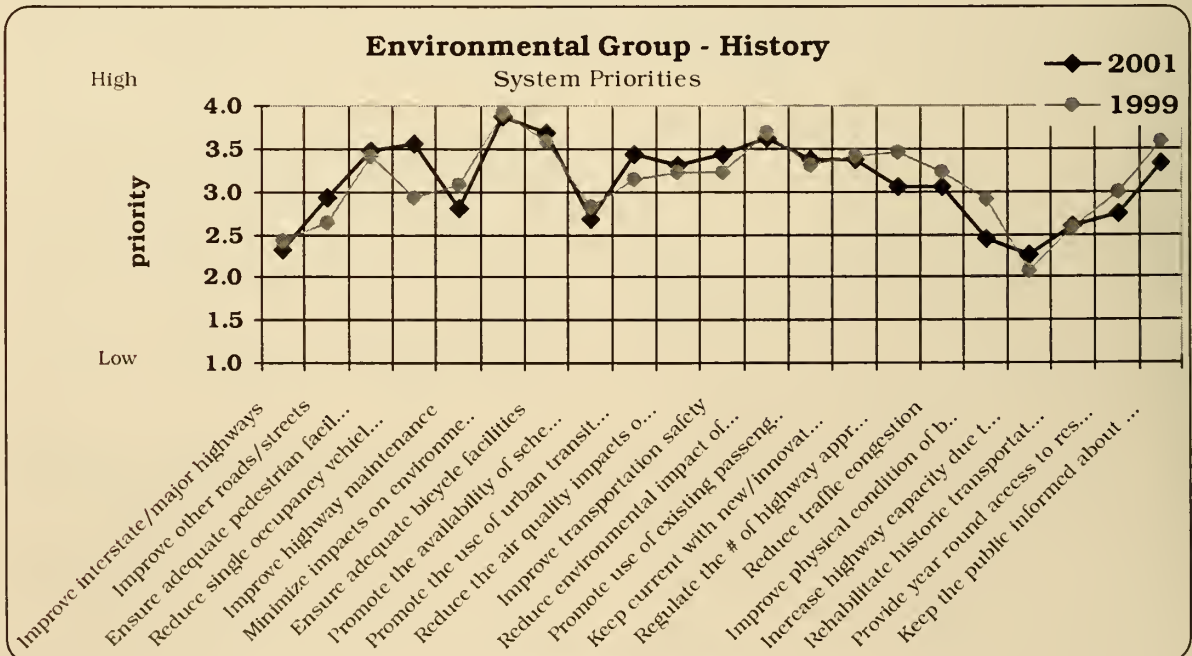
Figure 9a shows a similar pattern of priority between 1999 and 2001 survey results for the envi-

ronmental stakeholder group.

MDT's Role in Economic Development

Eight questions were asked of respondents about their attitudes on possible MDT actions to support

Figure 9a



and improve Montana's economy (see Table 8). The possible actions were rated on a priority scale of:

- 1- "Very low priority"
- 2- "Somewhat low priority"
- 3- "Medium priority"
- 4- "Somewhat high priority"
- 5- "Very high priority"

The respondents in the environmental group gave most actions a somewhat low priority rating (2.0 to 2.9). 'Work to improve commercial air service' was the highest priority (3.40) while 'Redirect funds from statewide improvement efforts to expansion projects on specific corridors' (1.93) was the lowest rated action. These two actions were both the highest and lowest priorities for the Bicycle/Pedestrian stakeholder group and public in the *2001 Telephone Survey*.

Economic Development Comments

Respondent were given the oppor-

tunity to suggest ways MDT could help improve Montana's economy. Economic development comments and suggestion from this group are listed below.

- ♦ Instead of studying a 4 lane Highway 2, spend funds updating the existing road, most of it has been widened, etc... but there are still sections that need work. Make what we have as good as possible. The same goes for road between Great Falls and Billings.
- ♦ Plan and construct highways to avoid sprawl and preserve the rural character of Montana.
- ♦ MDT is not the state government that has responsibility for the economy. We gave away the one major advantage we had-cheap power. Don't give away our environment.
- ♦ Rest Areas - local construction companies get bid preference.

Possible MDT Economic Development Actions	Mean Score
Maintain and modernize Montana's existing transportation system based on forecast needs	2.93
Remove physical bottlenecks on Montana's transportation system	3.07
Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development	1.93
Ensure that economic development issues are considered in MDT's project selection process	2.27
Provide funds for transportation projects to encourage a prospective company to locate in Montana	2.07
Improve links between Montana's highway system and major air and rail shipping facilities	3.07
Participate with neighboring states and Canada in efforts to improve and increase regional movements	2.73
Work to improve commercial air service to Montana	3.40

♦ Help improve scenic and biological resources. This should be listed as an economic development effort.

♦ Help maintain our clean air and lifestyle by putting bike lanes on all arterial and collector streets.

♦ Do Not encourage strip development on the out-

Table 8

skirts of towns.

- ♦ Pave the Whitlash Road as it would increase business between Alberta and Montana; it links up with S-223 which heads to Fort Benton and points south.
- ♦ More public transportation and car-pooling incentives.
- ♦ Don't pave new subdivision accesses.
- ♦ Don't encourage urban sprawl.
- ♦ Oust the current administration.

MDT Customer Service and Performance

The stakeholder survey asks the opinion of the stakeholder group regarding various aspects of MDT's performance and responsiveness to the

public. The respondents were asked to grade eight general areas of customer service using an A through F scale with an option to indicate if unknown (see Table 9). The environmental group gave MDT lower grades compared to the public, except when grading the inconvenience caused by construction and maintenance projects.

Customer Service Comments

As with the economic development action questions, respondents were given the opportunity to comment on MDT's customer service. Comments received are listed below.

- ♦ Be more open to ideas for bike lanes. I have talked with MDT people about this and all they say is "doesn't meet the standard."
- ♦ Allow communities to determine their own approach to transportation without insisting that they ad-

Customer Service Grades	Mean Scores and Grades			
	Environmental Group		Public	
How would you grade MDT's overall performance during the past year?	2.4	C+	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.4	C+	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	2.3	C	2.8	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.2	C	2.4	C+
What grade would you give MDT for its encouragement of outside ideas and concerns from customers?	1.6	C	2.3	C+
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	1.6	C	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	1.9	C	2.3	C+
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.7	B-	2.4	C+

Table 9

here to statewide standards.

- ♦ Don't pave the North Fork road to Polebridge.

Transportation Issues Comments

Respondents were also given the opportunity to provide additional input on transportation issues important to them, but not addressed specifically in the survey. Listed below are the comments received.

- ♦ 4-lane highways are excellent for commercial traffic and provide excellent conditions for passenger travel, but they will not improve business opportunities for all the small towns that are by-passed. Before building more 4-lanes (with the exception of high traffic zones) make sure all 2-lanes are brought up to current safety requirements. Many 2-lanes are still dangerous.
- ♦ Public transportation increase and bike route improvement
- ♦ Stop expanding 2 lane back roads when there isn't the need! (Like Highway 200 near Dixon)
- ♦ Reduce truck traffic on Highway 200 – make Highline highway 4 lanes for truckers.
- ♦ Need better access between I-90 and US 93 South through Missoula. Traffic congestion on Reserve Street is bad. If there were an access from the Wye west of Missoula this would decrease traffic and air pollution in Missoula.
- ♦ Making sure truck routes around cities don't go through recreation/

scenic areas.

- ♦ Get truck cargo back on the railroads.
- ♦ Get interstate trucking off the roads.
- ♦ Access to rivers and streams from major highways and public right of ways to our public waters. Too often private landowners dictate terms of right of way that don't favor public access.
- ♦ Wildlife and fish crossings.
- ♦ We need alternative modes to the single occupant car-NOW! Businesses and people move to Montana because of the clean air and minimal traffic. Building more, more roads = more cars. Build bike lanes and provide more buses-NOW!
- ♦ Provide wildlife underpasses.
- ♦ The Whitlash road (S-409), which is in north Liberty County, is now the only border-crossing road into Canada which is not paved with the exception of the North Fork Road, which is only open during the summer, and the residents don't want it paved. This summer, the road north of Galata (S-343) is being paved which is ridiculous as very few people live on that road; it could be that a former State Senator lives on the upper end influenced that decision. The Whitlash Road should have been the one paved; it enters 2 miles from S-223.

- ♦ Erect signs to warn people about wildlife travel corridors and the repair costs associated to vehicle damage.
- ♦ More bicycle lanes on popular routes like Highway 83 through the Swan Valley.
- ♦ Safe rest areas-more of them.
- ♦ Don't use rest areas -too dangerous for females.

•
•
•
• **NOTE:** Each of the bullets listed
• above are comments from indi-
• vidual stakeholders. All com-
• ments appearing in the survey
• were included in this report.
•
• •

INTERMODAL FREIGHT STAKEHOLDER GROUP

Stakeholders

Various intermodal and freight interests from across Montana were included in this group. Stakeholders included representatives from trucking, air freight, rail freight, and freight forwarding industries and associations.

Response Rate

Survey packages were mailed to 113 representatives of this group. Twenty-eight surveys were completed and mailed back for a response rate of 25%, which is the same as the response rate in 1997.

Transportation System Satisfaction

When asked to rate their satisfaction on a scale of one to ten with various transportation system components, both the intermodal group and the general public followed a

similar pattern. The stakeholders were slightly more satisfied with some of the transportation system components. Areas that rated higher include bicycle pathways and pedestrian walkways.

The intermodal freight group was the most satisfied of all the stakeholder groups. They consistently gave higher scores in all areas. As seen in Figure 10, the stakeholder group ranked interstate highways as one of their highest areas of satisfaction and passenger rail service ranked the lowest. Compared to past surveys, the respondents this year expressed higher levels of satisfaction in almost all system components (see Figure 10a). When asked to rate their overall satisfaction with Montana's transportation system, the intermodal freight group was more satisfied (6.77) than the public (6.3) and gave the highest overall satisfaction ratings than any stakeholder group.

Figure 10

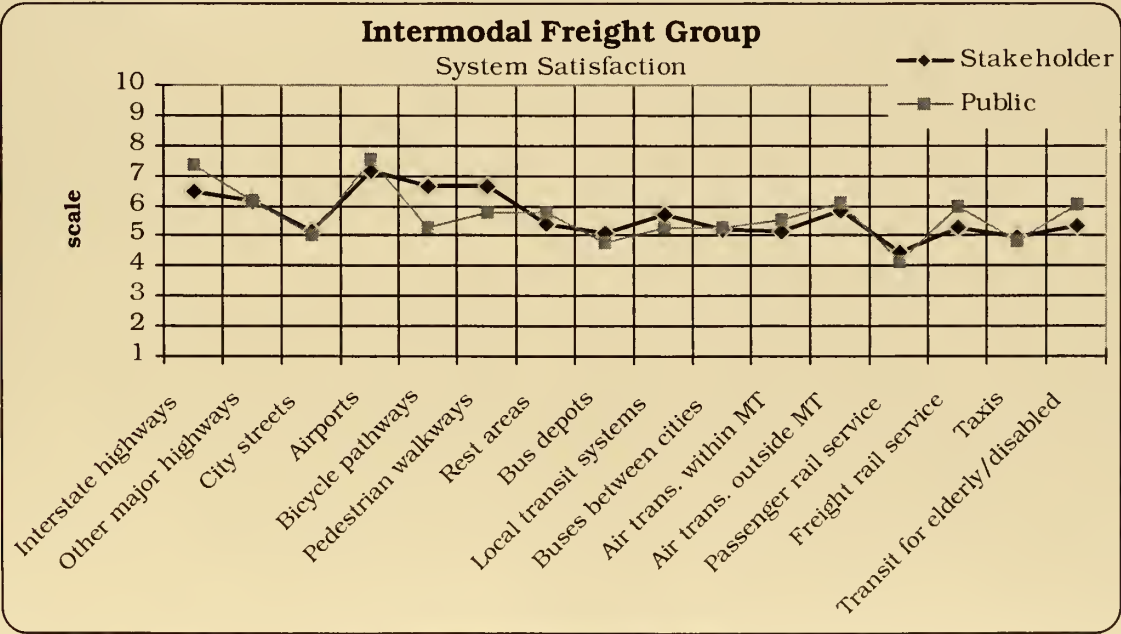
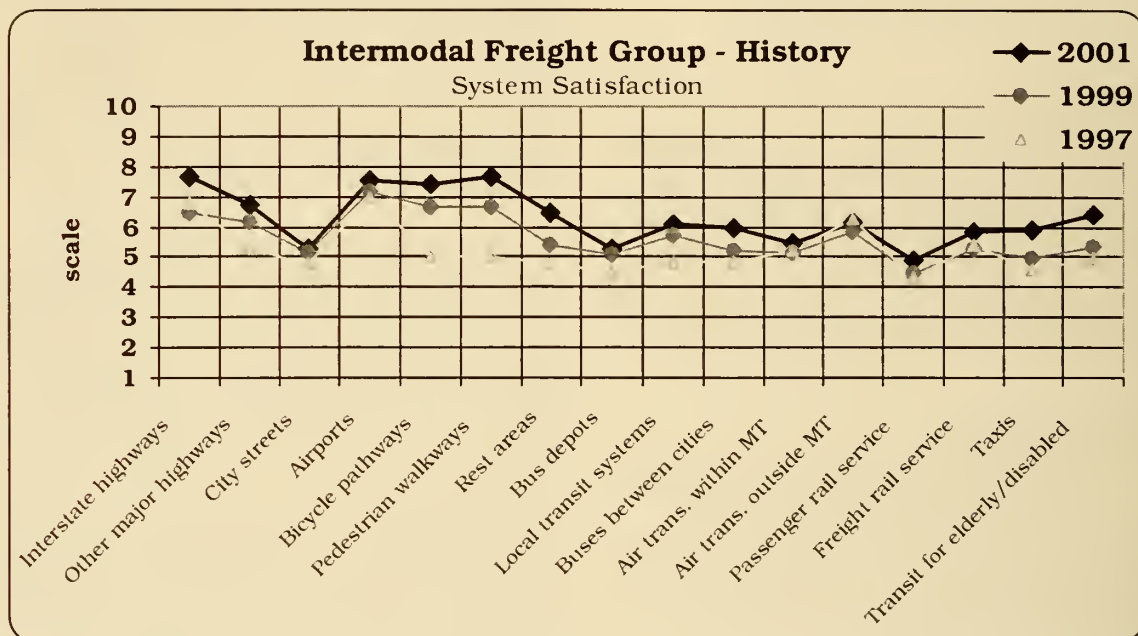


Figure 10a

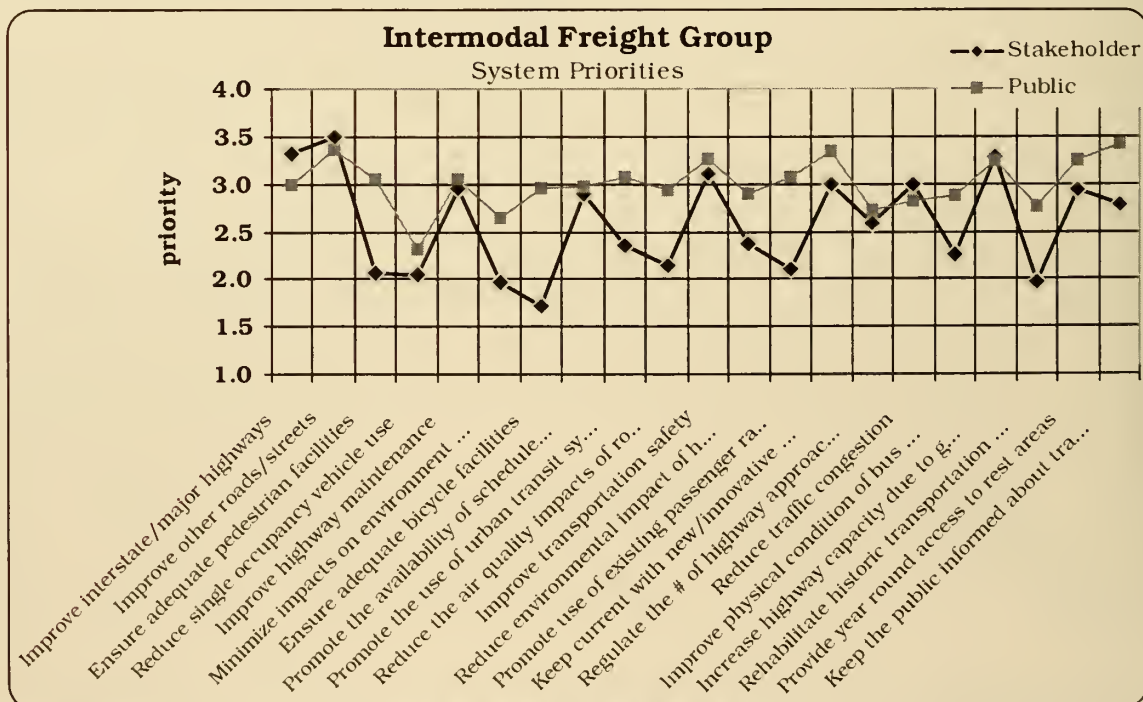


Actions to Improve the Transportation System

In both surveys, respondents were asked to prioritize twenty-one actions that could be taken by MDT to improve the transportation

system in Montana. The actions were rated on a scale of one to four; actions of 'no priority' were coded as one and actions of 'high priority' were coded as four. Figure 11 compares the mean priority scores

Figure 11



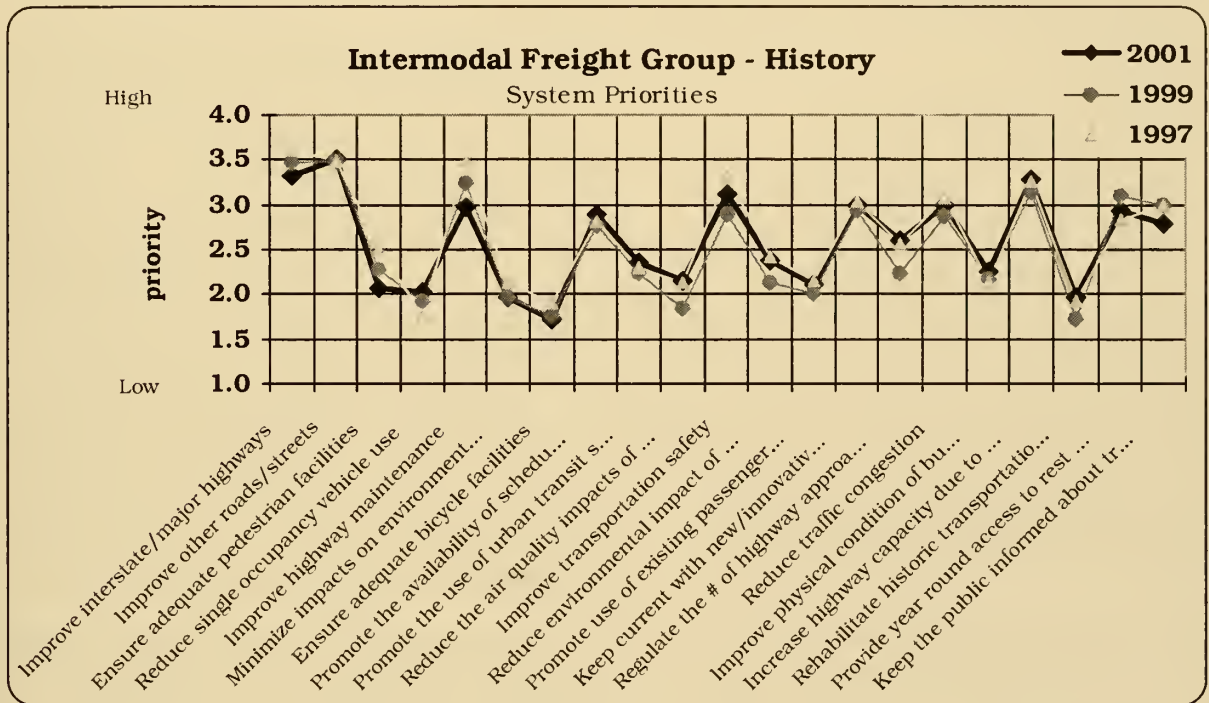
between the two surveys. Unlike the public who rated most actions medium to high (3.0 and above) the intermodal freight respondents gave lower priority ratings to most actions. The group gave some actions signifi-

surveys (see Figure 11a).

MDT's Role in Economic Development

Respondents were asked eight questions about their attitudes

Figure 11a



cantly lower priority ratings, including the following:

- ♦ Minimize impact on environment from construction (1.96)
- ♦ Rehabilitate historic transportation facilities (1.96)
- ♦ Ensure adequate bicycle facilities and (1.77)

The data indicates that in general, the intermodal freight stakeholders believe activities such as improving other roads/street, interstate and major highways, improving highway maintenance, and increasing highway capacity due to growth are high priorities. These priorities have not changed through the past three stakeholder

on possible MDT actions to support and improve Montana's economy. The possible actions were rated on a priority scale of one to five; actions of 'very low priority' were coded as one and actions of 'very high priority' were coded as five.

The respondents in the intermodal freight group gave most actions a medium to somewhat high priority rating (see Table 10). There was not much variance between the ratings of the possible actions. "Maintain and modernizing Montana's existing transportation" was the top priority (4.18) while "Redirect funds from statewide improvement efforts to expansion

Possible MDT Economic Development Actions	Mean Score	Economic Development Comments Respondents were given the opportunity to suggest ways MDT could help improve Montana's economy. No comments were received from this group. MDT Customer Service and Performance The stakeholder survey also asks respondents for their opinion on various aspects of MDT's performance and responsiveness to the public. The survey asked eight questions in the
Maintain and modernize Montana's existing transportation system based on forecast needs	4.18	
Remove physical bottlenecks on Montana's transportation system	3.79	
Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development	3.21	
Ensure that economic development issues are considered in MDT's project selection process	3.45	
Provide funds for transportation projects to encourage a prospective company to locate in Montana	3.79	
Improve links between Montana's highway system and major air and rail shipping facilities	3.64	
Participate with neighboring states and Canada in efforts to improve and increase regional movements	3.54	
Work to improve commercial air service to Montana	3.54	

Table 10

projects on specific corridors' (3.21) was the bottom action.

various aspects of MDT's performance and responsiveness to the public. The survey asked eight questions in the

Customer Service Grades	Intermodal Freight Group		Public	
How would you grade MDT's overall performance during the past year?	2.8	B-	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.8	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	3.0	B	2.8	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.6	B-	2.4	C+
What grade would you give MDT for its encouragement of outside ideas and concerns from customers?	2.5	B-	2.3	C+
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.3	C	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.7	B-	2.3	C+
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.4	C+	2.4	C+

Table 11

Customer Service Comments

- ♦ Wintertime sanding in the Flathead Valley does not cover the night hours as desperately needed. Specifically on US 93 north of Whitefish and the east lake shore of Flathead Lake.

- ## Transportation Issues Comments

- Uniformity with neighboring states and provinces regarding size and weights.

- ♦ I think you are already wearing too many hats.
- ♦ We need to find a way to stop shutting down projects like additional lane and interchanges because of bogus environmentalist obstructionism.

NOTE: Each of the bullets listed above are comments from individual stakeholders. All comments appearing in the survey were included in this report.

LOCAL GOVERNMENT STAKEHOLDER GROUPS - CITIES AND COUNTIES

The 2001 Stakeholder Survey included a new local government stakeholder group consisting of both city and county officials.

Stakeholders

The local government city group consists of the mayors and chief executives from all incorporated cities and towns in Montana. The local government county stakeholder group includes all the county commissions.

Response Rate

Cities- Survey packages were mailed to 129 individuals in this group. None of the packages were returned without a forwarding address and 37 responses were received for a response rate of 29%.

Counties- Fifty-six survey packages were mailed to county com-

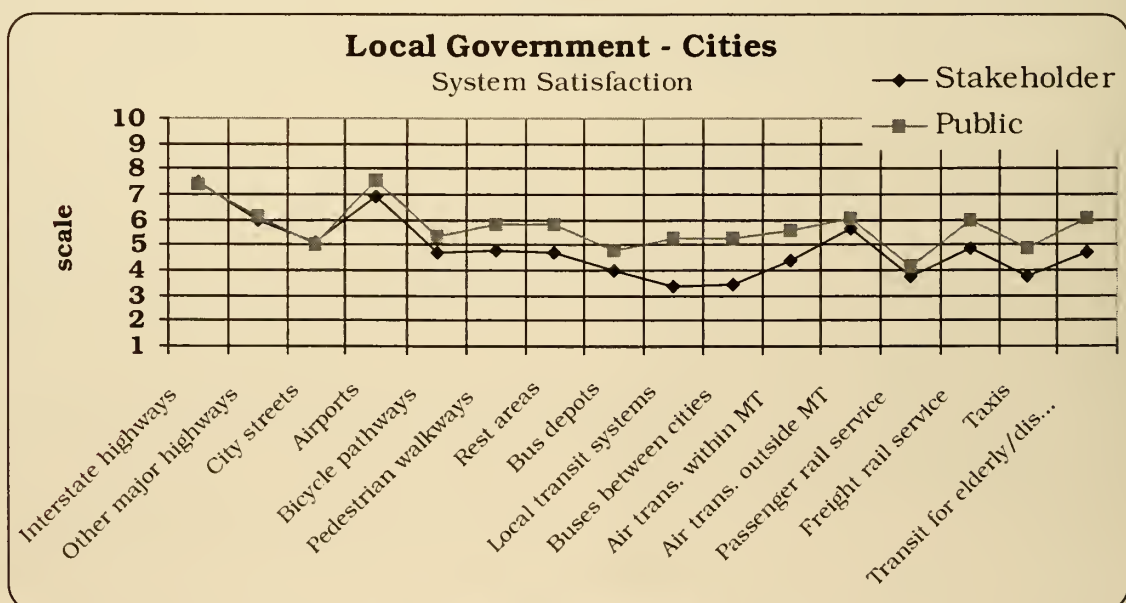
missions and none of the packages were returned without a forwarding address. Twenty-six responses were received for a 46% response rate. This was the highest rate in the 2001 Stakeholder Survey.

Stakeholders' Satisfaction with the Transportation System

Respondents were asked to rate their satisfaction with the transportation system on a scale of one to ten. Though the midpoint is 5.5, a response of 5.0 is considered the "middle response". Anything above 5.0 represents the intensity of satisfaction and anything below 5.0 represents the intensity of dissatisfaction.

The city stakeholders were less satisfied than the public with transportation system components. This group was dissatisfied (scored under 5) with 11 out of 16 transportation system components. The city stakeholders were most satisfied with interstate highways (7.45) and least satisfied with local transit sys-

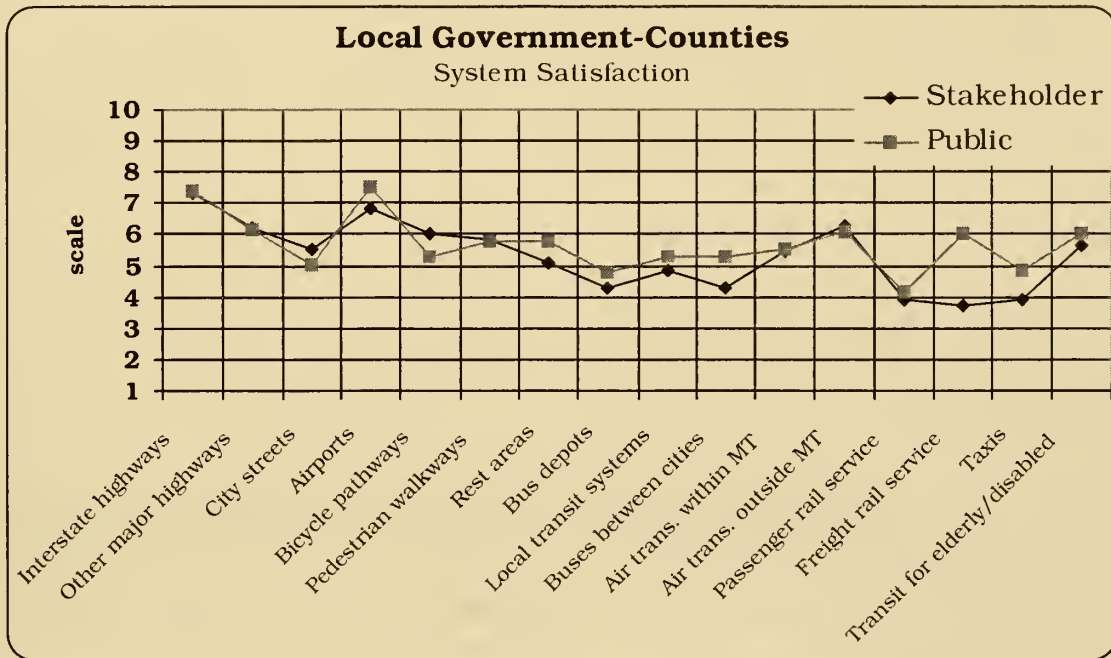
Figure 12 satisfied with local transit sys-



tems (3.34). The city group was less satisfied with the overall transportation system (5.88) than the public (6.3).

that MDT could take to improve the transportation system in Montana. These actions were rated on a scale of one to four. Actions of 'no priority' are coded as one and actions of

Figure 13



The county commission stakeholder group was more satisfied than the city group. The counties followed a similar satisfaction pattern as the public (see Figure 13). Unlike the city group, the county group was only dissatisfied with six of the transportation components, including freight rail service (3.74) which received the lowest satisfaction rating for this group. Like the cities, the counties are most satisfied with the interstate highways. The county stakeholder group's overall transportation satisfaction score of 6.17 was close to the public's rating.

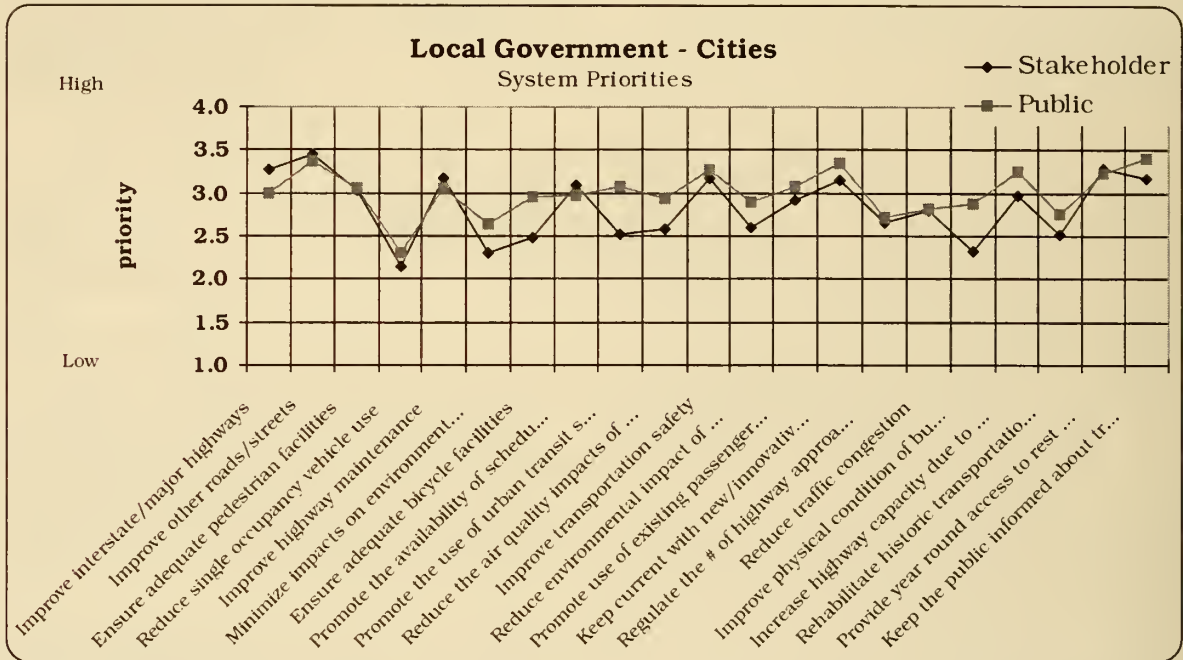
Actions to Improve the Transportation System

The stakeholders were asked to prioritize twenty-one possible actions

'high priority' are coded as four. Figures 14 and 15 compare the mean priority scores between each of the local government stakeholder groups and the public.

The city stakeholder group followed a similar pattern as the public with most actions receiving a medium priority rating. However, they did give lower priority ratings to the following actions:

- ♦ Minimize impact on the environment from construction (2.29)
- ♦ Promote the use of urban transit systems (2.53)
- ♦ Ensure adequate bicycle facilities (2.47)
- ♦ Improve the physical condition of bus depots (2.32)

Figure 14

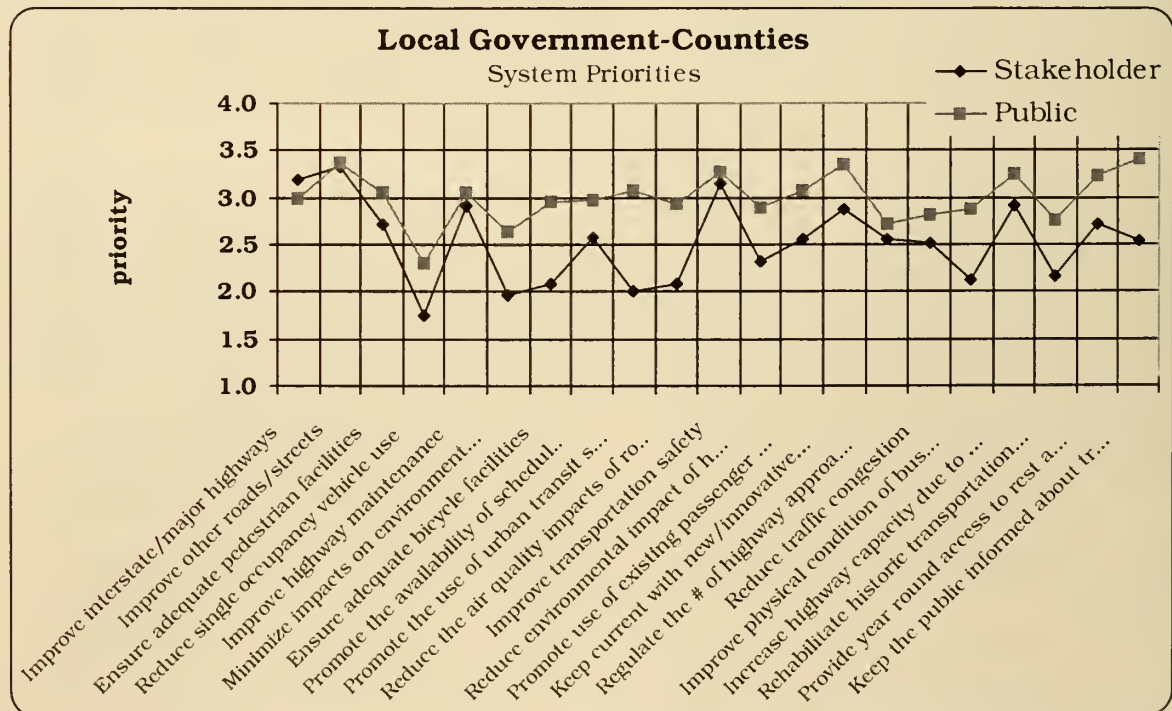
'Attempt to reduce single occupancy vehicle use' (2.14) was the lowest priority for the city stakeholder group

The counties listed many actions as lower priorities

compared to the cities and public. Most of the priorities were rated low to medium. Some actions did receive higher ratings for this group. They were:

Figure 15

♦ Improve interstate/major



- highways (3.2)
- ♦ Improving other roads and streets (3.32)
- ♦ Improving highway maintenance (2.92)
- ♦ Improving transportation safety (3.15)

Like the cities and public, the lowest priority action for the counties was 'Reducing single occupancy vehicle use' (1.75).

MDT's Role in Economic Development

Respondents were asked eight questions about possible MDT actions to support and improve Montana's economy. The possible actions were

All but one of the actions for economic development were rated as a medium priorities for the city stakeholders. While the scores can be distinguished from each other statistically (see Table 12), they are not very different in the practical sense, except for the lowest rated action. 'Redirect funds from the statewide program to expansion projects on specific corridors for economic development' (2.86) is the lowest rated action for both the city stakeholder group and the public.

As seen in Table 13, the county stakeholder group rated all the actions as a medium priority and, like the city group, the scores can be distinguished

Possible MDT Economic Development Actions Local Government - Cities	Mean Score
Maintain and modernize Montana's existing transportation system based on forecast needs	3.74
Remove physical bottlenecks on Montana's transportation system	3.47
Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development	2.86
Ensure that economic development issues are considered in MDT's project selection process	3.49
Provide funds for transportation projects to encourage a prospective company to locate in Montana	3.64
Improve links between Montana's highway system and major air and rail shipping facilities	3.54
Participate with neighboring states and Canada in efforts to improve and increase regional movements	3.57
Work to improve commercial air service to Montana	3.83

rated on a priority scale of:

- 1- "Very low priority"
- 2- "Somewhat low priority"
- 3- "Medium priority"
- 4- "Somewhat high priority"
- 5- "Very high priority"

Table 12

mathematically, but they are not different in the practical sense. There are two high priority economic development actions (3.69):

- ♦ Maintain and modernize Montana's existing transportation system
- ♦ Ensure that economic development issues are considered in project selection.

Like the highest priority actions, there are two lowest priority actions for the county group. They are 'Redirect funds from the statewide improvement efforts to expansion projects on specific corridors to attract economic development' and 'Provide funds for transportation

projects to encourage a prospective company to locate in Montana' (both scored 3.23).

Economic Development Comments

The respondents were given the opportunity to give suggestions for ways MDT could help improve Montana's economy. Listed below are the comments and suggestions from the local government stakeholder groups.

Local Government - Cities Comments

- ♦ Fix the highways and asphalt the major gravel roads.
- ♦ We need a better highway along the hi-line (Highway 2).
- ♦ Develop local agency administration of urban funds for more cost effective projects that address community interests and concerns.
- ♦ Improved response from MDT to letters of inquiry-two situations here last year.
- ♦ MDT's staff needs to listen to and respond better to local needs in the urban settings-especially in the traffic engineering area.
- ♦ Focus on transportation connection in and around urban areas where
- ♦ most of the economic development happens.
- ♦ Need to have your regional managers (Districts) be more responsive to the people within the district – listen!! Don't have their minds made up before the public hearings.
- ♦ Have been very responsive.
- ♦ Phone calls could be returned.
- ♦ Too much talking and not enough doing.
- ♦ MDT works very well with our city. I hope we can keep it up.
- ♦ Anytime there is road construction in Montana I am happy as I travel 15 to 20,000 miles in Montana each year and appreciate good

Possible MDT Economic Development Actions Local Governments - Counties	Mean Score
Maintain and modernize Montana's existing transportation system based on forecast needs	3.69
Remove physical bottlenecks on Montana's transportation system	3.54
Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development	3.23
Ensure that economic development issues are considered in MDT's project selection process	3.69
Provide funds for transportation projects to encourage a prospective company to locate in Montana	3.23
Improve links between Montana's highway system and major air and rail shipping facilities	3.62
Participate with neighboring states and Canada in efforts to improve and increase regional movements	3.58
Work to improve commercial air service to Montana	3.65

Table 13

roads.

- ♦ Yes, Secondary Roads should be paved and maintained.
- ♦ Improve Highway 2 along the northern part of state.
- ♦ Keep transportation costs here competitive with other areas.
- ♦ Be more responsive to tourism-related signing requests.

County Stakeholder Comments

- ♦ Most economic development is happening in western Montana. The tone of this questionnaire seems to focus on shifting transportation funds along with economic development. Will Eastern Montana be left high and dry?

- ♦ Help city and county governments maintain and improve. There is absolutely no funding to do it right at the local level.

MDT Customer Service and Performance

The stakeholder survey asks the respondents to grade eight general areas of customer service using an A through F scale with an option to indicate if unknown. The results for the city and county stakeholder groups can be seen in Tables 14 and 15.

The city stakeholder group gave MDT lower grades compared to the public and counties. The counties gave MDT better or similar grades for service as the public. However, the counties did give lower grades for

Customer Service Grades	Mean Scores and Grades			
	Local Govt. - Cities Group		Public	
How would you grade MDT's overall performance during the past year?	2.4	C+	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.4	C+	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	2.7	B-	2.8	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.1	C	2.4	C+
What grade would you give MDT for its encouragement of outside ideas and concerns from customers?	1.8	C-	2.3	C+
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.0	C	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.4	C+	2.3	C+
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.4	C+	2.4	C+

Table 14

Customer Service Grades	Mean Scores and Grades			
	Local Govt. - Counties Group		Public	
How would you grade MDT's overall performance during the past year?	2.6	B-	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.7	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	2.8	B-	2.8	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.2	C	2.4	C+
What grade would you give MDT for its encouragement of outside ideas and concerns from customers?	2.0	C	2.3	C+
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	1.9	C	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.6	B-	2.3	C+
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.6	B-	2.4	C+

Table 15

'Encouragement and responsiveness to outside ideas and concerns from customers'.

Customer Service Comments

As with the economic development action questions, respondents were given the opportunity to give suggestions or comments on MDT's customer service. Comments received are listed below.

Local Government-Cities Comments

- ♦ Become more responsive to local government.
- ♦ Respond to requests faster – town of Nashua asked for a speed reduction 10/00 – still no answer.
- ♦ More local agency input and control of urban funds for street improve-
- ♦ Put more maintenance people and equipment in the field and reduce the Helena bureaucracy. Work more closely with cities and towns on supplies and services. The maintenance people in Wibaux do a good job but we often feel their resources are too limited to do the best job possible.
- ♦ Don't waste any more money unless bicycles pay taxes too!
- ♦ Takes a long time to get projects of the ground!
- ♦ (...ideas and concerns from customers) Encouragement okay, taking advice is not so good.

Local Government-Counties Comments

- ♦ I have an overall belief that MDT is more worried about empire building than actual service and dollars getting put out quicker, but politics are what they are. Very happy with local staff.
- ♦ Eliminate the CTEP program and place those funds into the construction of highways.
- ♦ Be honest and to the point. Listen and honestly judge its merit.
- ♦ You need to be more sensitive to the needs of the local agencies and take proactive and positive steps towards establishing a federal aid certification program.

Transportation Issues Comments

The stakeholders were also given the opportunity to provide additional input on transportation issues important to them, but not addressed specifically in the survey. Listed below are the comments and suggestions received.

Local Government-Cities Comments

- ♦ Side mounted triangle "No Passing" signs needed in double line areas.
- ♦ Ensuring that pedestrian, aesthetic and other social/cultural issues are incorporated into urban street design. Currently only the vehicle issues are adequately addressed.
- ♦ Stop designing for high speeds in urban areas.
- ♦ Need a public rest area in Virginia

City and Ennis.

- ♦ Because of the recent happenings with the trails group the MDT needs to review the most recent grant awards the FW & P approved.
- ♦ Railroad crossings need to be in better repair.
- ♦ When you build or rebuild highways do a better job of Base Construction – new highways don't last!
- ♦ Green signs used for pedestrian crossings on main highways and bigger lines for crosswalks.
- ♦ Enlarging Highway 212 from Laurel to Joliet to Red Lodge to 4 lanes!
- ♦ MT Highway 323 needs to be paved to get the North/South traffic in Eastern Montana. It all goes through North and South Dakota now and they reap the benefits and Montana loses big time.
- ♦ Please consider more input from the Eastern part of the state. State roads should be maintained by the state-"Secondary Roads".
- ♦ Reduce speeds around small towns with a lot of approaches coming onto highway where they fly by.
- ♦ Do more work toward the encouragement of pedestrian and bike traffic – encourage trails funding etc...!
- ♦ A high priority should be put on declining urban infrastructure.

- ♦ Free up additional revenue for maintenance of roads not owned or maintained by the state. Funding for county maintenance is especially.

Local Government –County Comments

- NOTE:** Each of the bullets listed above are comments from individual stakeholders. All comments appearing in the survey were included in this report.

PASSENGER TRANSPORTATION STAKEHOLDER GROUP

Stakeholder Group

This group includes representatives from public transit agencies, social service agencies, intercity bus agencies, rail passenger interests, and air passenger interests from across Montana.

Response Rate

A total of 92 survey packages were mailed to this group. Forty-two responses were received with a response rate of 46%, which is considered very good for a mail-in survey.

Satisfaction with the Transportation System

As Figure 16 illustrates, when asked to rate their satisfaction (on a scale of one to ten) with various transportation system components, there was not much difference be-

tween the stakeholders and the general public. The components that did have slight discrepancies are in the level of dissatisfaction the passenger transportation group has with pedestrian walkways and rest areas. However, the stakeholder group is more satisfied with local transit and transit for the elderly and disabled than the public. Interstate highways ranked the highest in satisfaction with the passenger transportation group.

Looking at the history of the passenger transportation group's responses, there has not been much change over the years (see Figure 16a). In 2001, there is slightly higher satisfaction with bus depots and transit services for the elderly and disabled and slightly lower satisfaction with air transportation outside of Montana. When asked to rate their overall satisfaction with Montana's transportation system, passenger transportation stakeholders

Figure 16

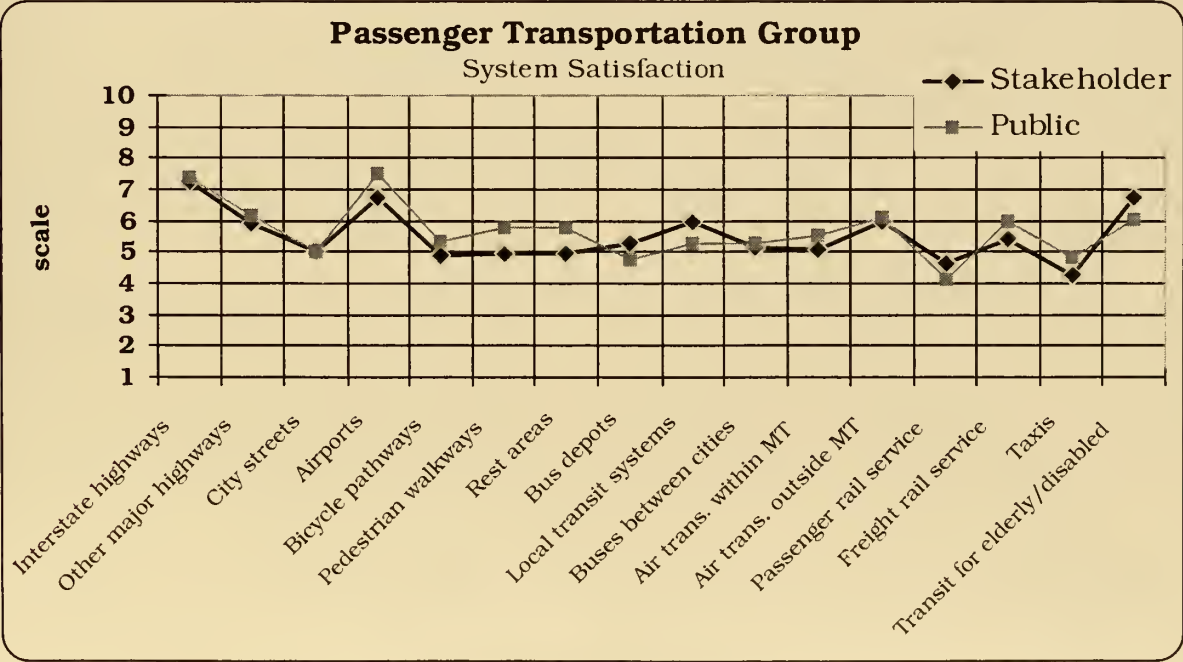
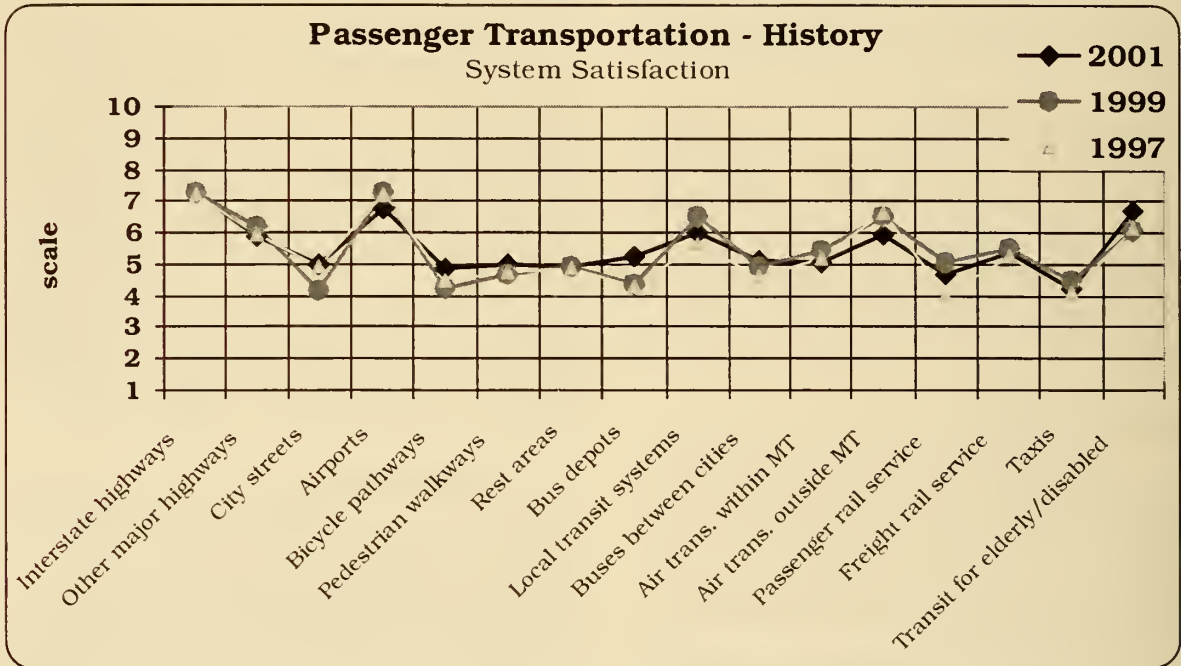


Figure 16a

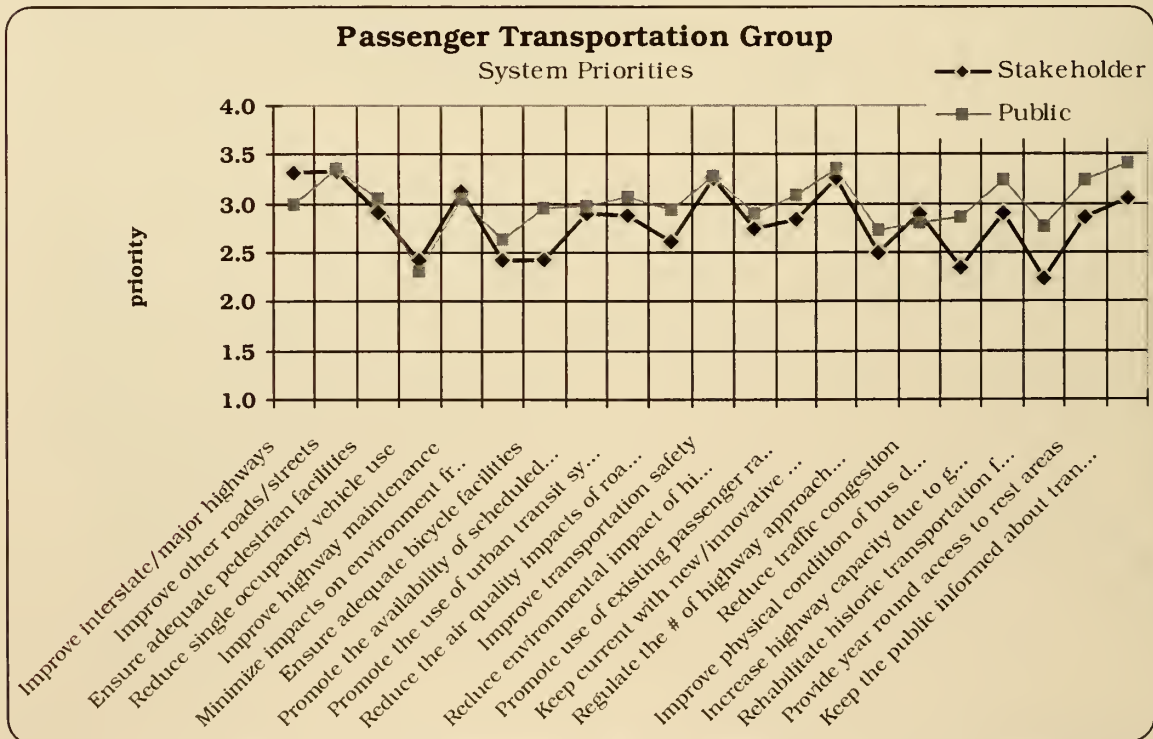


were slightly less satisfied (6.1) than the public (6.3). This is a minor improvement from the 1997 and 1999 surveys.

Actions to Improve the Transportation System

Respondents were asked to prioritize twenty-one actions that MDT could take to improve the

Figure 17



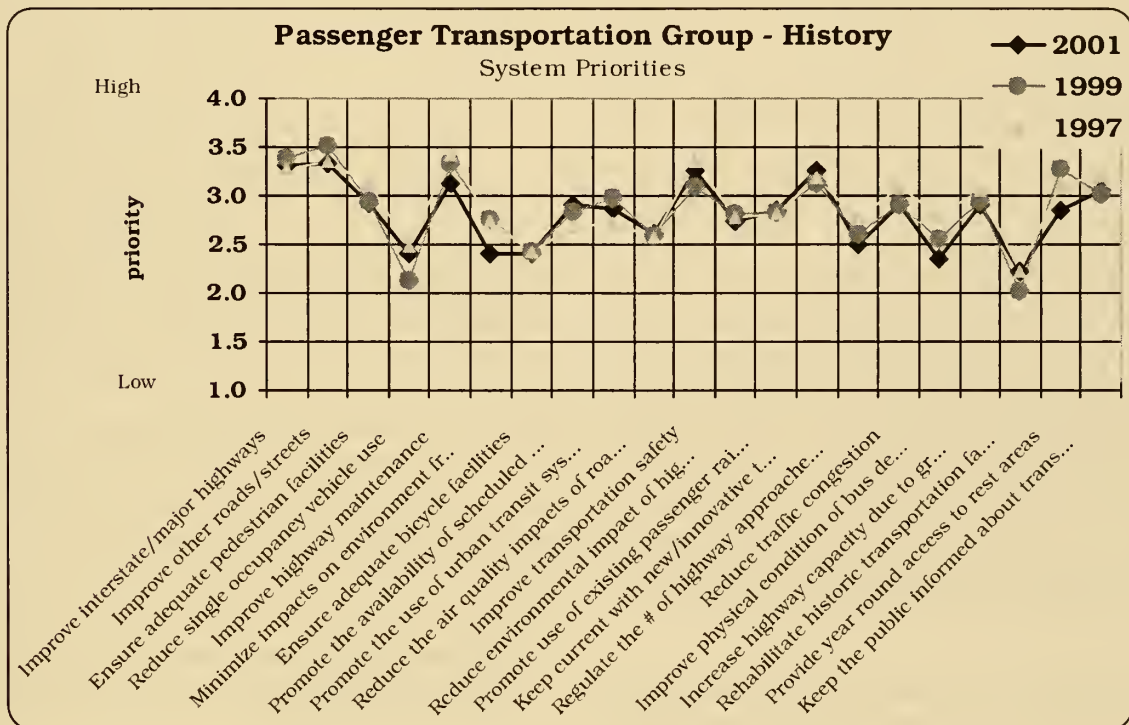
transportation system in Montana. These actions were rated on a scale of one to four. Actions of 'no priority' were coded as one and actions of 'high priority' were coded as four. Figure 17 compares the mean priority scores between the stakeholder and telephone surveys. Respondents in the stakeholder group rated many of the actions lower than the public. However, both groups rated 'Reducing single vehicle use' as a low priority. The stakeholder group also rated

have not changed in the past years. As seen in Figure 17a, the priorities for this group have stayed basically the same for this group with some minor variations.

MDT's Role in Economic Development

Eight questions were asked of respondents about their attitudes on possible MDT actions to support and improve Montana's economy (see Table 16). The possible actions

Figure 17a



'Rehabilitate historic transportation facilities' as a low priority action for MDT. 'Improve other roads/streets' was rated the highest with 'improve interstate/major highways' another high priority for this group.

were rated on a priority scale of:

- 1- "Very low priority"
- 2- "Somewhat low priority"
- 3- "Medium priority"
- 4- "Somewhat high priority"
- 5- "Very high priority"

As with satisfaction with the transportation system, the priorities for the passenger transportation group

The respondents in the passenger transportation group gave all of the actions a medium priority rating. All of

Possible MDT Economic Development Actions	Mean Score
Maintain and modernize Montana's existing transportation system based on forecast needs	3.72
Remove physical bottlenecks on Montana's transportation system	3.61
Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development	3.28
Ensure that economic development issues are considered in MDT's project selection process	3.44
Provide funds for transportation projects to encourage a prospective company to locate in Montana	3.74
Improve links between Montana's highway system and major air and rail shipping facilities	3.68
Participate with neighboring states and Canada in efforts to improve and increase regional movements	3.47
Work to improve commercial air service to Montana	3.58

western Montana where a majority of the population lives.

MDT's Customer Service and Performance Grades

Respondents were asked to grade MDT in several areas of overall performance and customer service (see Table 17). The passenger transportation group gave MDT B and C+ grades.

These grades are

Table 16

the scores given by this group are the same in the practical sense, even though mathematically they are different. For example, the top priority score for 'Provide funds for transportation projects to encourage a prospective company to locate in Montana' (3.74) is essentially the same priority as 'Maintain and modernize Montana's existing transportation system' (3.72) the second highest score.

Economic Development Comments

Respondents were given the opportunity to suggest ways MDT could help improve Montana's economy. Comments from this open ended question are listed below.

- ♦ The air service from here to Pierre, South Dakota is bad!
- ♦ Just keep working on the highways.
- ♦ Bid/let more of the contracts in

slightly higher than the grades from the public. The passenger transportation group is one of the more satisfied stakeholder groups surveyed.

Customer Service Comments

As with the economic development action questions, respondents were given the opportunity to comment on MDT's customer service. Comments received are listed below.

- ♦ Should give more consideration to walking and bicycle trails when doing construction.
- ♦ MDT should work with local government entities in design of thoroughfares in those communities.
- ♦ I have been impressed at how quickly we are notified about anything that comes up.
- ♦ Bozeman area is growing so fast that it should have highest priority

for projects.

- ♦ Keep up the good work!

Respondents were also given the opportunity to provide additional input on transportation issues important to them, but not addressed spe-

Customer Service Grades	Mean Scores and Grades			
	Passenger Transportation Group		Public	
How would you grade MDT's overall performance during the past year?	2.8	B-	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.8	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	2.9	B	2.8	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.6	B-	2.4	C+
What grade would you give MDT for its encouragement of outside ideas and concerns from customers?	2.6	B-	2.3	C+
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.4	C+	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.7	B-	2.3	C+
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.4	C+	2.4	C+

Table 17

- ♦ Use more instate consultants- that is economic development. I would give MDT a "D" on this issue.
- ♦ Janis Winston is a great person to work with-very helpful and pleasant!
- ♦ Contracts for projects should have a strict time limit for completion. Example-the Norris to Harrison project took two years. If the bidding company is too small to handle the job in a timely manner they should be eliminated from the biddings.

cifically in the survey. Listed below are the comments and suggestions received.

- ♦ Increase non- motorized trails in rural communities.
- ♦ I would like a southern route for train service and better airline service so prices are lowered. We need a \$100 fare to Salt Lake City and Seattle.
- ♦ Want railroad passenger service. Rest areas should be open more.
- ♦ I think the two biggest cities in Montana should have interstate highway – Billings and Great Falls.

Transportation Issues Comments

- NOTE:** Each of the bullets listed above are comments from individual stakeholders. All comments appearing in the survey were included in this report.

STATE, FEDERAL, AND LOCAL
GOVERNMENT STAKEHOLDER
GROUP

As mentioned earlier in this report, the 2001 Stakeholder Survey changed and added several stakeholder groups. Urban area planners into this group. The urban area planners were a separate stakeholder group in the 1997 and 1999 Stakeholder Surveys. The 2001 Stakeholder Survey expanded this group to include other non-elected government officials.

Stakeholders

This group of stakeholders included state, federal, and local government representatives. Some of the state agencies included were the departments of Commerce; Environmental Quality; Justice-Highway Patrol; Fish, Wildlife, and Parks; Administration; and Natural Resources and Conservation. The federal agencies included Federal Highway

Administration (FHWA); Federal Aviation Administration (FAA); Bureau of Land Management (BLM); U.S. Forest Service; and the Environmental Protection Agency. The local government representatives includes the transportation planners from metropolitan planning organizations, and the staff from cities, and counties in Montana's fifteen urban areas.

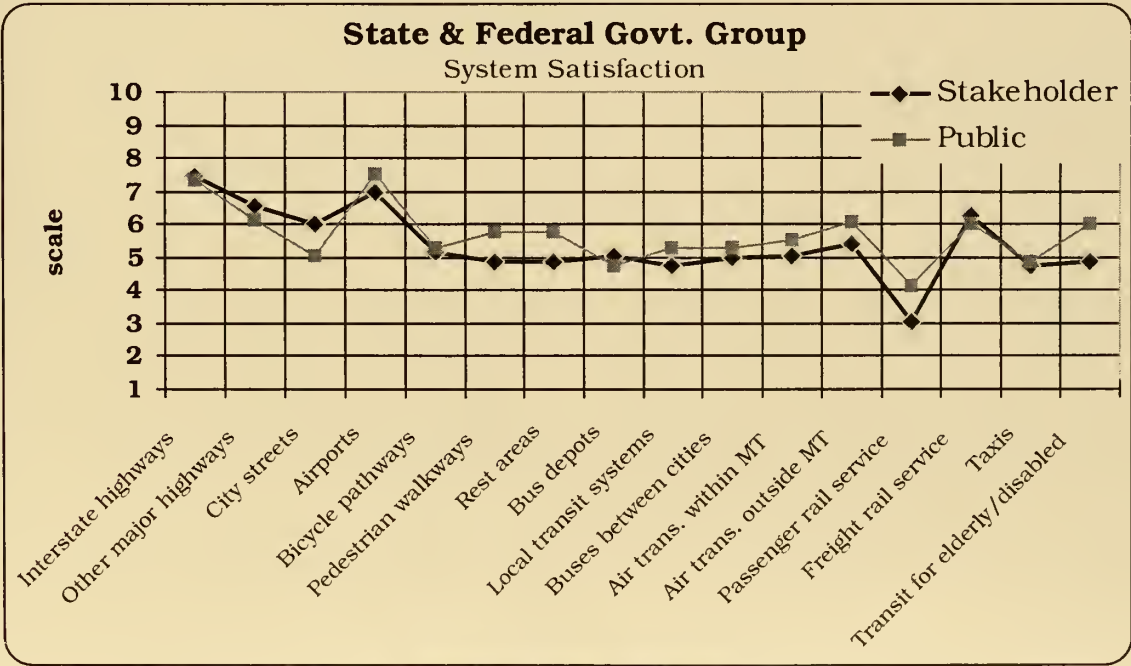
Response Rate

A total of 48 survey packages were mailed to this group. Fifteen stakeholders responded, which gave this group a 31% response rate. A 31% response rate is considered good for a mail-in survey.

Satisfaction with the Transportation System

The government stakeholder group was slightly less satisfied with nine out of sixteen transportation system components than the public. The respondents rated system com-

Figure 18



ponents on a scale of one to ten, six of the areas rated below the satisfactory mean score of five. As shown in Figure 18, the stakeholder group did rate other major highways, city street, and freight rail services higher than the public. Interstates highways (7.47) received the highest rating for satisfaction. The stakeholder group was the least satisfied with 'Passenger rail services', which received a rating of 3.07.

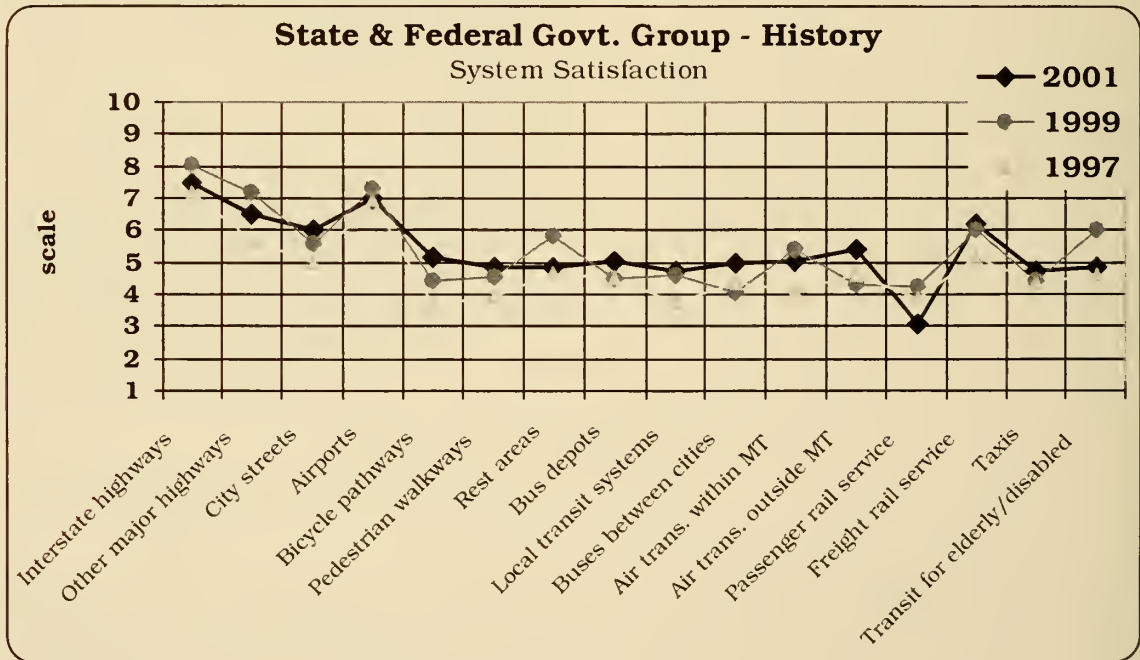
The trend from the past surveys shows similar satisfaction scores. There were few variances between the public and this stake-

Unlike the other stakeholder groups who represent a constituency with interest in specific transportation areas, this group's evaluation of the transportation system was not limited to a specific issue or area of interest. That may explain the similarities with the public's satisfaction scores.

Actions to Improve the Transportation System

In both the stakeholder and telephone surveys, respondents prioritized twenty-one actions that MDT could take to improve the transportation system in Montana.

Figure 18a



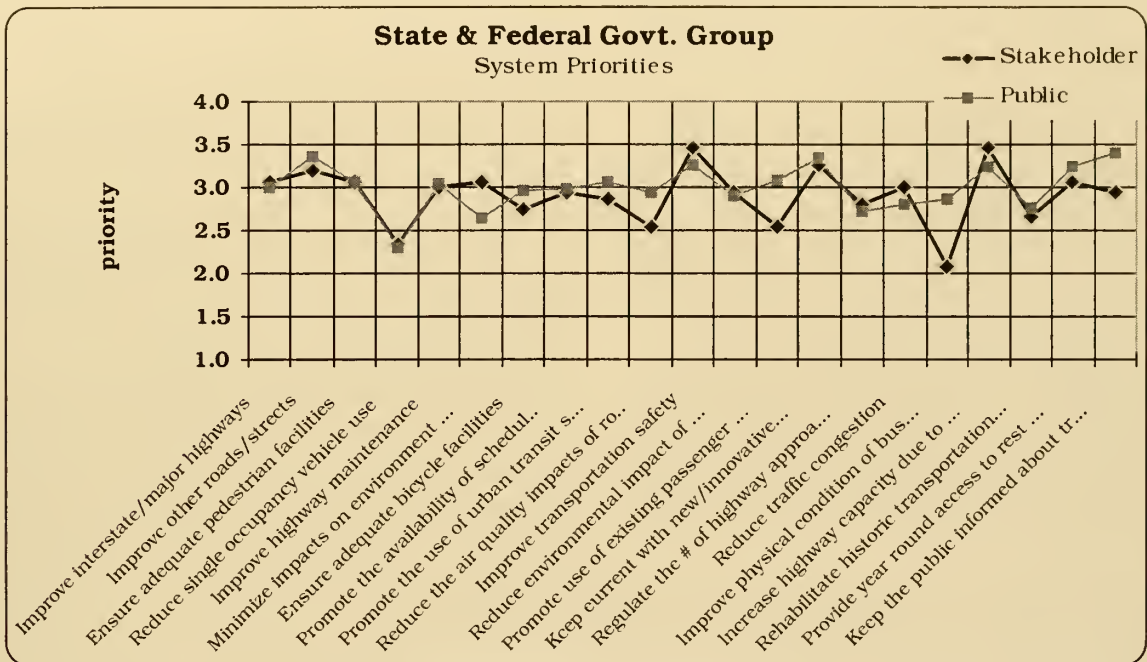
holder group with only a few areas with slight increases or decreases (see Figure 18a). When asked to rate their overall satisfaction with Montana's transportation system, respondents were slightly less satisfied (6.23) than the general public (6.3). Yet, this is an increase from the previous stakeholder surveys.

These actions were rated:

- ◆ No priority – coded as one
- ◆ Low priority – coded as two
- ◆ Medium priority – coded as three
- ◆ High priority – coded as four

Figure 19 compares the mean priority scores between the two surveys. Significant differences in priorities from the public were observed in

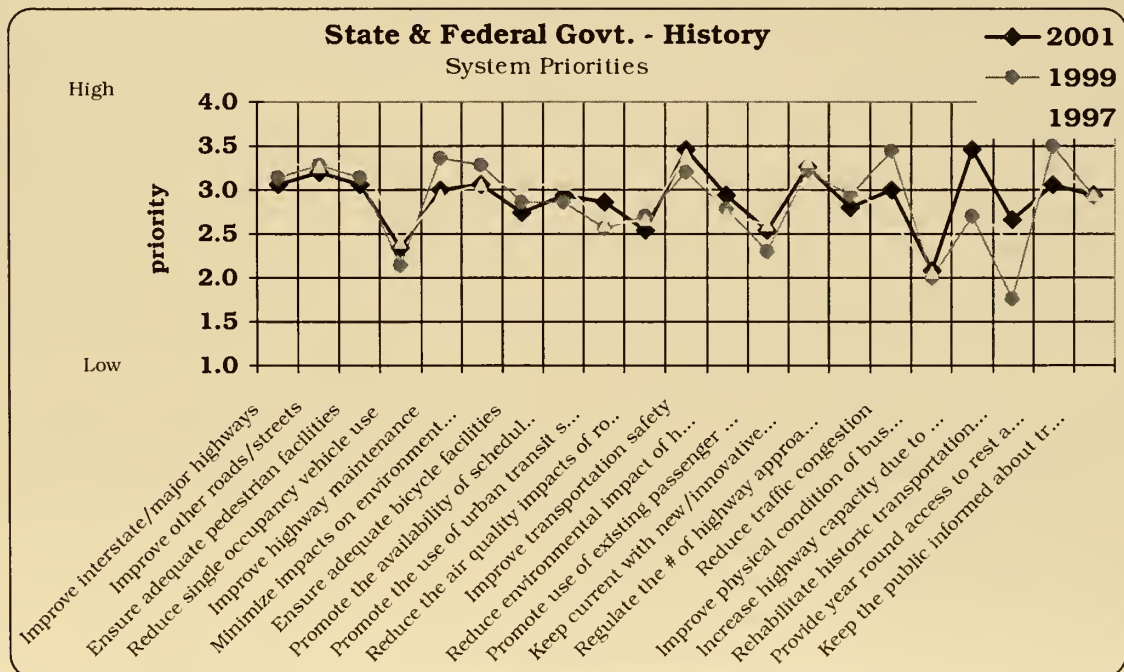
Figure 19



the following areas:

- ♦ Minimize impacts on environment from construction (3.07)
 - ♦ Reduce the air quality impacts of road use (2.53)
 - ♦ Promoting the use of existing passenger rail service (2.53)
 - ♦ Improve bus depots (2.07)
 - ♦ Keep the public informed about transportation issues (2.93)
- These were the same action areas that the stakeholders rated lower

Figure 19a



than the public, except for 'Minimizing the impacts on the environment due to highway construction'.

'Improve the physical condition of bus depots' was ranked as the bottom priority action by this stakeholder group and 'Improving transportation safety' was the highest priority. Looking at past surveys, the government stakeholder group followed similar patterns for rating their priorities, except 'increase highway capacity due to growth' increased significantly in priority from the previous surveys (see Figure 19a).

MDT's Role in Economic Development

Respondents were asked eight questions about their attitudes on possible MDT actions to support and improve Montana's economy. The possible actions were rated on a priority

scale of one to five. 'Very low' priority actions were coded as one and actions of 'very high' priority were coded as five. The results of the government stakeholder group can be seen in Table 18.

The respondents in the government group gave the economic development actions somewhat low to somewhat high priority ratings. 'Maintain and modernize Montana's existing transportation system' (4.00) was the highest priority for this group, while 'Provide funds for transportation projects to encourage prospective companies to located in Montana' (2.80) was the lowest.

Economic Development Comments

Respondents were given the opportunity to give suggestions for ways MDT could help improve Montana's economy. Comments and suggestions received are listed below.

Possible MDT Economic Development Actions	Mean Score
Maintain and modernize Montana's existing transportation system based on forecast needs	4.00
Remove physical bottlenecks on Montana's transportation system	3.93
Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development	2.87
Ensure that economic development issues are considered in MDT's project selection process	3.07
Provide funds for transportation projects to encourage a prospective company to locate in Montana	2.80
Improve links between Montana's highway system and major air and rail shipping facilities	3.73
Participate with neighboring states and Canada in efforts to improve and increase regional movements	3.07
Work to improve commercial air service to Montana	3.80

♦ Better road maintenance, less bottlenecks in cities, and flight connections to more cities.

♦ Recognize that tourism is Montana's #1 industry. Promote driving for pleasure to promote tourism – break the scenic byway barrier.

Table 18

MDT Customer Service and Performance

The stakeholder survey asks the opinion of the stakeholder groups regarding various aspects of MDT's performance and responsiveness to the public. The results for the government stakeholder group can be seen in Ta-

(i.e. the median project and bridge project in Helena area.)

Transportation Issues Comments

Respondents were also given the opportunity to provide additional input on transportation issues important to them, but not addressed spe-

Customer Service Grades	Mean Scores and Grades			
	State & Federal Governments Group		Public	
How would you grade MDT's overall performance during the past year?	2.6	B-	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.7	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	2.7	B-	2.8	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.5	B-	2.4	C+
What grade would you give MDT for its encouragement of outside ideas and concerns from customers?	2.1	C	2.3	C+
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.1	C	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.5	B-	2.3	C+
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.5	B-	2.4	C+

ble 19. The respondents were asked to grade MDT's customer service using an A through F scale with an option to indicate if unknown. The government stakeholder group gave MDT service grades of B- to C.

Customer Service Comments

Respondents were given the opportunity to comment on MDT's customer service. Listed below is the one comment received from the government stakeholders.

- ♦ Have contractors finish jobs they start before moving to another job

Table 19

cifically in the survey. Listed below are the responses received.

- ♦ The on and off ramps while resurfacing I-15 have been completely neglected and are in awful shape- not bid in the projects or bid is not checked?
- ♦ Look at continuing the 4-lane from East Helena to I-90 interchange. Extreme traffic and high fatality and accident area. People are afraid when they travel this road.
- ♦ Dyed fuel people use on roads- lack

of enforcement-tax dollars being lost!

- ♦ Promoting scenic driving for pleasure opportunities
- ♦ Promote collaborative-cooperative opportunities within State government and with local and Federal agencies.
- ♦ Reorganize the CTEP Program. Local governments should nominate projects to be designed and constructed by MDT.
- ♦ MDT needs to address the issue of the lack of and poor condition of interstate rest stops.

•
•
• **NOTE:** Each of the bullets listed
• above are comments from individ-
• ual stakeholders. All comments
• appearing in the survey were in-
• cluded in this report.
•
• •

NATIVE AMERICAN TRIBES STAKEHOLDER GROUPS

Stakeholders

Due to their sovereign status, each of Montana's Native American tribes was considered a separate stakeholder group. Surveys were sent to the tribal TERO officer and transportation planner of each tribal government.

Response Rate

Survey packages were mailed to each tribe, including the Little Shell Tribe. Seven surveys were completed and return by the following tribes:

- ♦ Blackfeet
- ♦ Crow
- ♦ Northern Cheyenne
- ♦ Fort Belknap
- ♦ Rocky Boy
- ♦ Confederated Salish &

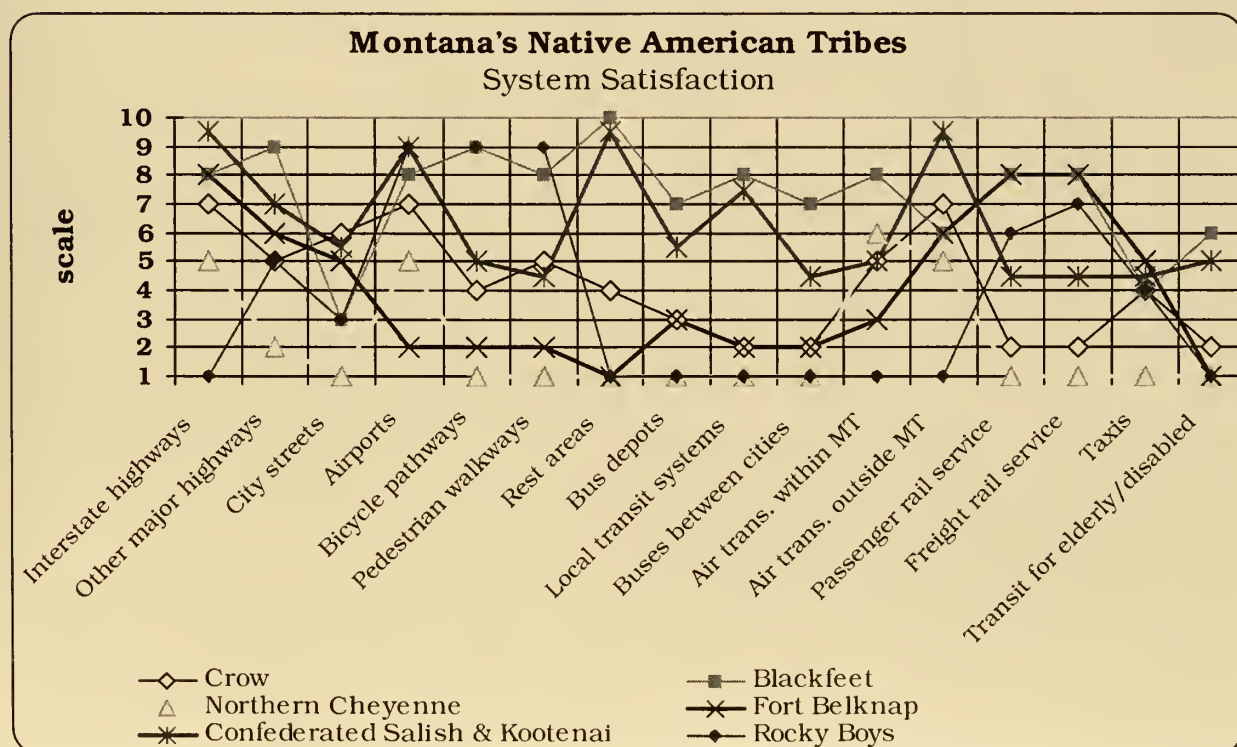
Kootenai

Satisfaction with the Transportation System

The surveys were the same as those sent to each stakeholder group and used in the *2001 Telephone Survey*. Using the same questions allows for relevant comparisons between the different tribes and the public.

Each tribe was asked to rate their satisfaction with the transportation system on a scale of one to ten. A response of 5.0 is considered the "middle response". Anything above 5.0 represents the intensity of satisfaction and anything below 5.0 represents the intensity of dissatisfaction. As illustrated in Figure 20, satisfaction with the different components of Montana's transportation system varied greatly between the components and the

Figure 20

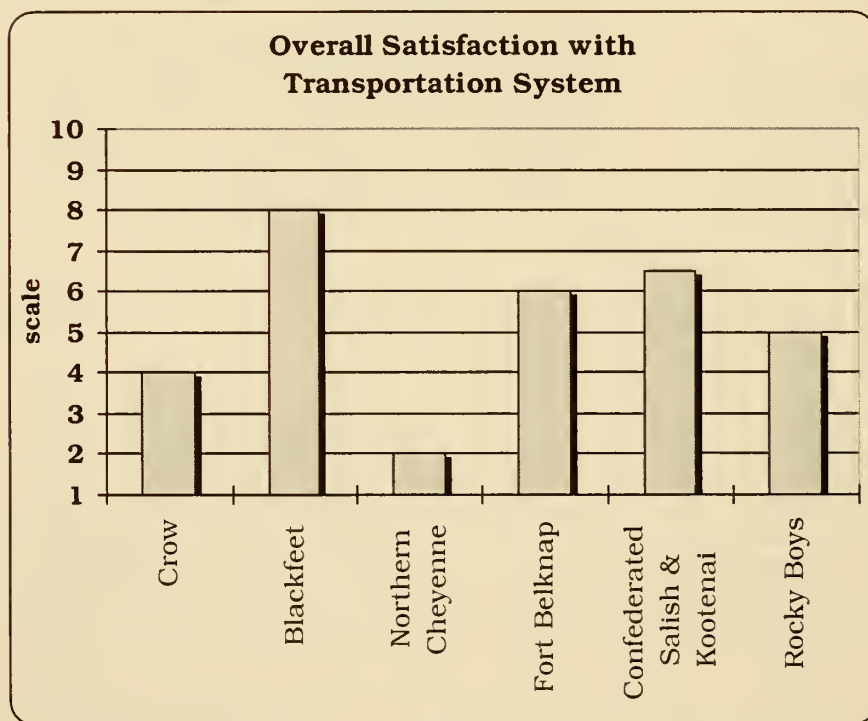


tribes.

The Blackfeet and Confederated Salish & Kootenai tribes appear to be the most satisfied with all components of Montana's transportation system. Their scores did not fluctuate as greatly as the other tribes' scores. All the responding tribes, except the Rocky Boy Tribes, are most satisfied with the interstate highways and air transportation outside of Montana.

When asked to rate their overall satisfaction with Montana's transportation system, the tribal stakeholders responded as

Figure 21



shown in Figure 21. Among the six tribes responding to this question, the Blackfeet Tribe was the most satisfied. The Crow and Northern Cheyenne tribes are dissatisfied with the overall system giving scores of 4 and 2 respectively.

Actions to Improve the Transportation System

Respondents were asked to prioritize twenty-one actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a scale of one to four. Actions of 'no priority' were coded as one and actions of 'high priority' were coded as four. Figure 22 (on the next page) compares the priority scores between the responding tribes. The results were similar to the system satisfaction question with varied answers among the actions and the tribes.

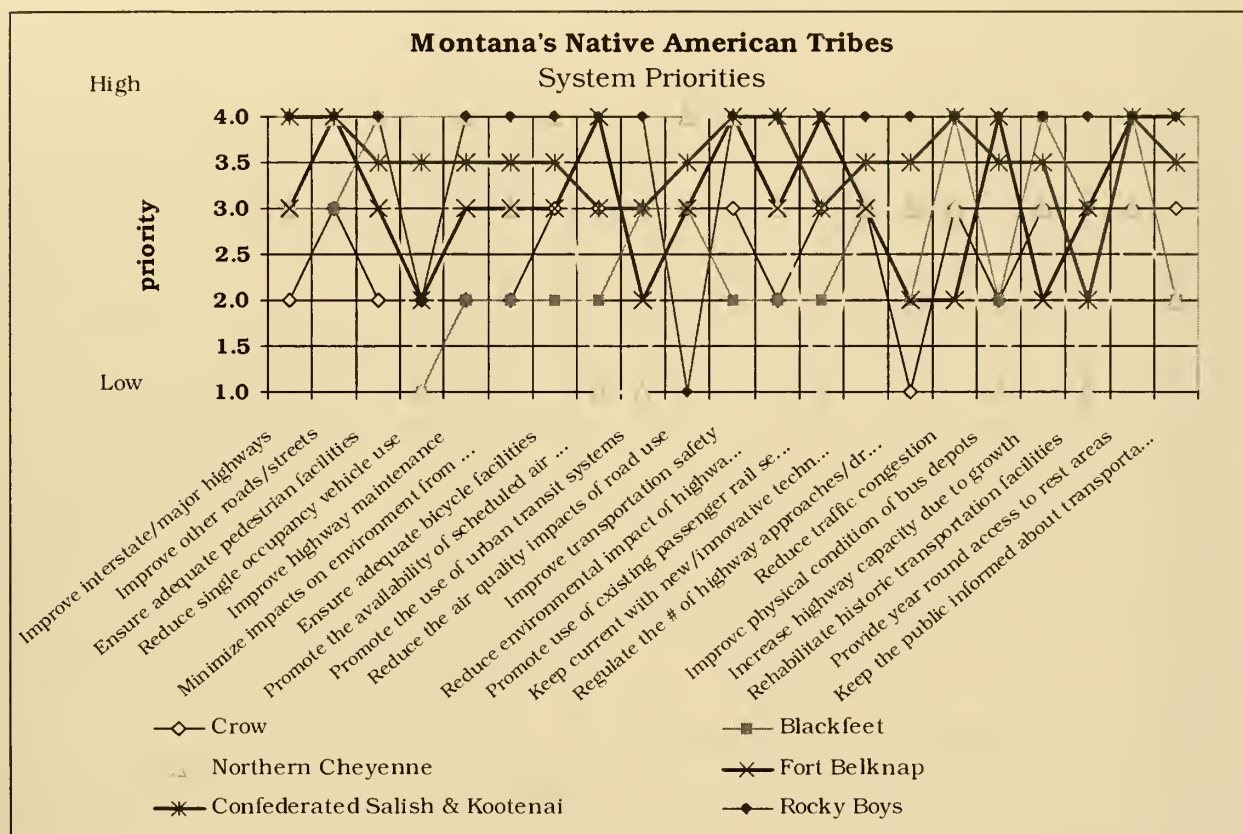
The Rocky Boy Tribes scored all actions except for two has a high priority. They were also the least satisfied with Montana's transportation system.

Each of the responding tribes rated the following actions as either a medium or high priority. They are:

- ♦ Improve other roads/streets
- ♦ Keep current with new/innovative technology
- ♦ Provide year round access to rest areas

'Reduce single occupancy vehicle use' was a low or no priority action for all the tribes, except the Confederated Salish & Kootenai.

Figure 22



MDT's Role in Economic Development

Eight questions were asked of respondents about their attitudes on possible MDT actions to support and improve Montana's economy (see Table 20). The possible actions were rated on a priority scale of:

- ♦ "Very low priority"
- ♦ "Somewhat low priority"
- ♦ "Medium priority"
- ♦ "Somewhat high priority"
- ♦ "Very high priority"

The survey results indicate that economic development is an important issue to the responding tribes. As seen in Table 20, only the Northern Cheyenne rated one action 'Providing funds

for transportation projects to encourage a prospective company to locate in Montana' as a very low priority.

A majority of responses to the possible actions were rated as medium to very high priority. For example, the Crow Tribe rated all actions as a somewhat high priority. The Rocky Boy Tribes rated over half of the actions as very high priority.

Economic Development Comments

Respondent were given the opportunity to suggest ways MDT could help improve Montana's economy. Only one tribe provided comments on this topic. It is listed below.

- ♦ These questions (the economic de-

Possible MDT Economic Development Actions	Crow	Blackfeet	Northern Cheyenne	Fort Belknap	Confederated Salish & Kootenai	Rocky Boys
Maintain and modernize Montana's existing transportation system based on forecast needs	4	3	4	4	4	3
Remove physical bottlenecks on Montana's transportation system	4	4	3	4	3.5	5
Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development	4	5	4	3	2.5	2
Ensure that economic development issues are considered in MDT's project selection process	4	5	4	4	3.5	5
Provide funds for transportation projects to encourage a prospective company to locate in Montana	4	5	1	4	2	5
Improve links between Montana's highway system and major air and rail shipping facilities	4	4	3	5	4	5
Participate with neighboring states and Canada in efforts to improve and increase regional movements	4	5	3	5	3	5
Work to improve commercial air service to Montana	4	3	3	5	4	5

velopment) are "loaded". I'm not sure what answer you're fishing for. What projects will be impacted if money is moved to "attract businesses"? What are the economic development issues that would be used in project selection process?--
Confederated Salish & Kootenai

MDT's Customer Service and Performance Grades

The tribes were asked to grade MDT in several areas of overall performance and customer service. The results for each of the tribes can be seen in Table 21. The tribes were asked to grade eight general areas of customer service using an A through F scale with an option to indicate if unknown.

Table 20

As with all of the other questions in the survey, the answers varied greatly among the questions and tribes. Confederated Salish & Kootenai Tribes gave MDT the highest grades of A's and B's for each component. The lowest grade (F) was given by the Northern Cheyenne for the extent of inconvenience caused by construction and maintenance projects. Like the other stakeholder groups and the public, the area that consistently received the higher grades was the quality of service provide by MDT compared to the quality of service five years ago.

Customer Service Comments

As with the economic development action questions, respondents were given the opportunity to suggest to comment on MDT's cus-

tomer service. Comments received are listed below.

- ♦ Your questionnaire should have included reservation roads, which would have been given a D. --*Blackfeet*
- ♦ The tribe needs to be more involved in decision making in regards to funding allocations to the tribal roads programs.--*Crow*
- ♦ Stop asking loaded political question to get the answers you want. People know when they are being manipulated.--*Confederated Salish & Kootenai*

Transportation Issues Comments

Respondents were also given the opportunity to provide additional input on transportation issues important to them, but not addressed specifically in the survey. Listed below are the responses received.

- ♦ Hi-Line lacks public transit system.--*Fort Belknap*
- ♦ Disabled transit system needs to be addressed and pro-

Customer Service Grades	Crow	Blackfeet	Northern Cheyenne	Fort Belknap	Confederated Salish & Kootenai	Rocky Boys
How would you grade MDT's overall performance during the past year?	C	B	B	C	B	C
What grade would you give MDT on the quality of service it provides?	C	C	B	C	B	C
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	B	C	A	C	A	don't know
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	B	C	C	D	B	B
What grade would you give MDT for its encouragement of outside ideas and concerns from customers?	C	C	D	C	B	B
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	C	C	D	C	B	B
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	B	B	B	C	A	B
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	C	C	F	C	B	B

Table 21

APPENDIX A

STAKEHOLDER SURVEY QUESTIONNAIRE

Transportation Stakeholders Survey

Survey Questionnaire

PART I – CURRENT STATE OF TRANSPORTATION IN MONTANA

Using a scale of 1 to 10 [1 = Very Unsatisfied and 10 = Very Satisfied] please indicate how satisfied you are with the following.

-Interstate highways	1	2	3	4	5	6	7	8	9	10
-Other major highways	1	2	3	4	5	6	7	8	9	10
-City streets	1	2	3	4	5	6	7	8	9	10
-Airports	1	2	3	4	5	6	7	8	9	10
-Bicycle pathways	1	2	3	4	5	6	7	8	9	10
-Pedestrian walkways	1	2	3	4	5	6	7	8	9	10
-Rest areas	1	2	3	4	5	6	7	8	9	10
-Bus depots	1	2	3	4	5	6	7	8	9	10
-Local transit systems	1	2	3	4	5	6	7	8	9	10
-Buses between cities	1	2	3	4	5	6	7	8	9	10
-Air transportation within Montana	1	2	3	4	5	6	7	8	9	10
-Air transportation outside Montana	1	2	3	4	5	6	7	8	9	10
-Passenger rail Service	1	2	3	4	5	6	7	8	9	10
-Freight rail Service	1	2	3	4	5	6	7	8	9	10
-Taxis	1	2	3	4	5	6	7	8	9	10
-Transit for the elderly or disabled	1	2	3	4	5	6	7	8	9	10

How satisfied are you with the overall transportation system in Montana?

1 2 3 4 5 6 7 8 9 10

Please indicate your priority for the following actions that could be taken by MDT to improve the transportation system in Montana. [1=No Priority 2=Low Priority 3=Medium Priority 4=High Priority]

-Improving the physical condition of the interstates and major highways	1	2	3	4
-Improving the physical condition of other roads and streets	1	2	3	4
-Ensuring adequate pedestrian facilities (i.e., sidewalks, footpaths, crossings)	1	2	3	4
-Attempting to reduce single occupancy vehicle use	1	2	3	4
-Improving highway maintenance	1	2	3	4
-Minimizing the impacts on the environment due to highway construction	1	2	3	4
-Ensuring adequate bicycle facilities	1	2	3	4
-Promoting the availability of scheduled air service	1	2	3	4
-Promoting the use of urban transit systems	1	2	3	4
-Reducing the air quality impacts of road use	1	2	3	4
-Improving transportation safety	1	2	3	4
-Reducing environmental impact of highway maintenance (dust, chemicals)	1	2	3	4
-Promoting the use of existing passenger rail service	1	2	3	4
-Keeping current with new and innovative transportation technologies	1	2	3	4
-Regulating the number of highway approaches and driveways to preserve corridors	1	2	3	4
-Reducing traffic congestion	1	2	3	4
-Improving the physical condition of bus depots	1	2	3	4
-Increasing the capacity of the highway system in response to population growth	1	2	3	4
-Rehabilitating historic transportation facilities	1	2	3	4
-Providing year round access to rest areas	1	2	3	4
-Keeping the public informed about transportation issues	1	2	3	4

Are there other transportation-related issues that you think need to be addressed by MDT?



PART II – ECONOMIC DEVELOPMENT

- ⑦ At the request of the Governor and the Legislature, the Montana Department of Transportation is exploring ways it can support efforts to improve Montana's economy. Listed below are potential efforts that could be taken by the Department. Please assign the following to each effort:

Very Low Priority Somewhat Low Priority Medium Priority Somewhat High Priority Very High Priority

	VERY LOW PRIORITY	SOMEWHAT LOW PRIORITY	MEDIUM PRIORITY	SOMEWHAT HIGH PRIORITY	VERY HIGH PRIORITY
-Maintain and modernize Montana's exiting transportation system based on forecast needs	___	___	___	___	___
-Remove physical bottlenecks on Montana's transportation system	___	___	___	___	___
-Redirect funds from statewide improvement efforts to expansion projects on specific corridors to attract economic development	___	___	___	___	___
-Reduce regulatory constraints on freight movements	___	___	___	___	___
-Ensure that economic development issues are considered in MDT's project selection process	___	___	___	___	___
-Provide funds for transportation projects to encourage a prospective company to locate in Montana	___	___	___	___	___
-Improve links between Montana's highway system and major air and rail shipping facilities	___	___	___	___	___
-Participate with neighboring states & Canada in efforts to improve and increase regional movements	___	___	___	___	___
-Work to improve commercial air service to Montana	___	___	___	___	___

- ⑦ Do you have any other suggestions for ways MDT can help improve Montana's economy?

PART III – SERVICE

- ⑦ The next eight questions focus on you grading MDT on general areas, using the A through F scale [*A = Excellent, B = Good, C = Average, D = Poor, F = Failing*]. Please indicate if you do not have enough information to be able to give a grade in a particular area.

- § How would you grade MDT's overall performance during the past year?
A B C D F don't know
- § What grade would give MDT on the quality of service it provides?
A B C D F don't know
- § Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?
A B C D F don't know
- § What grade would you give MDT on overall quality of planning to meet statewide transportation needs?
A B C D F don't know
- § What grade would you give MDT for its encouragement of outside ideas and concerns from customers?
A B C D F don't know
- § What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?
A B C D F don't know
- § What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?
A B C D F don't know
- § What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?
A B C D F don't know

Do you have suggestions or comments on MDT's customer service?



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